

New Hampshire Community Mental Health Center Consumer Satisfaction Survey Report 2019



Prepared by:



JSI Research & Training Institute, Inc.
44 Farnsworth Street
Boston, MA 02210

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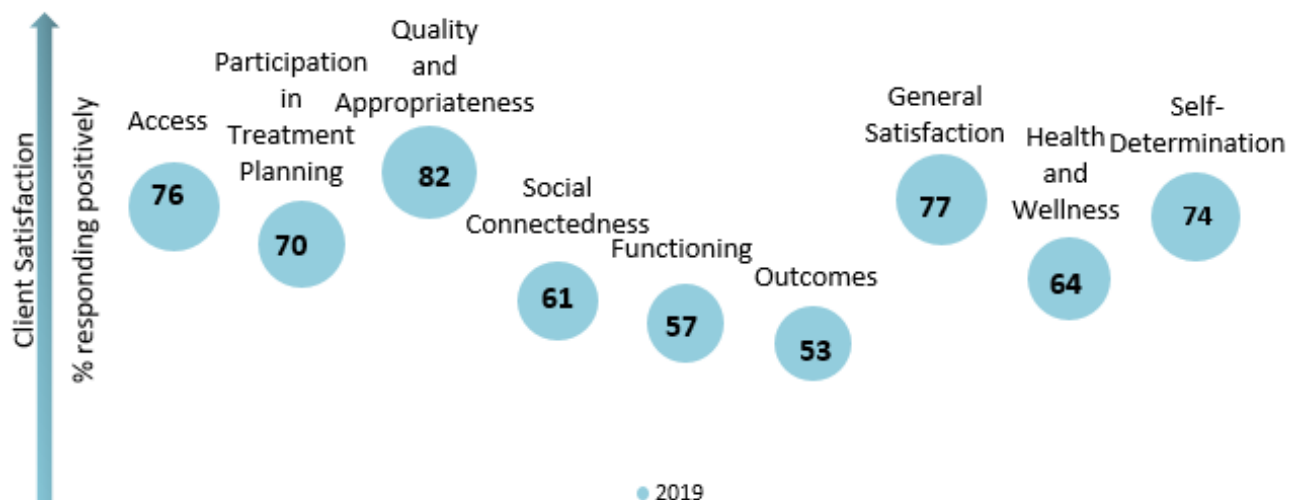


Executive Summary

The New Hampshire Department of Health and Human Services (NH DHHS) Bureau of Mental Health contracted with JSI Research & Training Institute, Inc. (JSI) of Boston, MA to conduct the 2019 Consumer Satisfaction Surveys. Adult clients and family members of children receiving mental health services through 10 community mental health centers (CMHC) were surveyed. Clients included in the survey had at least two service visits in the last quarter of 2018 and may have commercial health insurance, Medicare or Medicaid or be uninsured. JSI used mail surveys with a \$5 up-front incentive, telephone follow-up of non-respondents, and an online web option. Data collection began April 26, 2019 and ended September 27, 2019. This summary highlights key findings, with additional details and center-specific information presented in the report.

For the **Adult Consumer Survey**, **780** or 51% of clients responded. The response rates for the individual centers ranged from 40% to 56%. About 39% of all respondents were male, 88% were White, 2% Black or African American, 6% American Indian/Alaska Native, <1% Asian, <1% Native Hawaiian/Pacific Islander, 4% other race, and 7% identified as Hispanic/Latino. The average age was 48 years. Ninety one percent were still getting mental health services from the CMHC and 91% have been receiving services for one year or more.

Generally, at least 70% of clients responded positively in 5 of the nine satisfaction domains. The highest scores were in the domains of quality and appropriateness (82%), general satisfaction (77%), and access to services (76%). Self-determination was also high (74%). Seventy percent of clients were satisfied with their participation in treatment planning. The health and wellness (64%), social connectedness (61%), functioning (57%), and treatment outcomes (53%) domains were lower. The overall statewide results of clients who responded positively across each of the nine satisfaction domains are shown below.



Note: The health and wellness and self-determination domains were added in 2016 and are not part of MHSIP.



Trends: In general, 2019 domain scores were similar to the previous two years. However, clients in 2019 reported higher satisfaction scores on three domains with access (76%), compared to 2017 (72%). Also, in 2019, the social connectedness (61% versus 53% in 2017) and self-determination (74% versus 69% in 2017) domains was significantly higher when compared to 2017.

Domain Scores by Sex and Age Group

While overall domain scores provide a general overview of client satisfaction across the state, there may be differences across different sub-groups. In 2019, domain scores were compared by sex and age group. There were no differences by sex – males and females had similar scores across all domains. However, there were differences across age groups in two of the 9 domains – access and general satisfaction. Clients age 65 or older indicated satisfaction with service accessibility (85% compared to age 18-24: 79%, 25-44: 70%, 45-64: 77%). Clients age 65 or older also had higher scores (87%) in the general satisfaction domain compared to younger clients (18-24: 72%, 25-44: 68%, 45-64: 81%).

Adult Consumers – 2019 Behavioral Outcomes

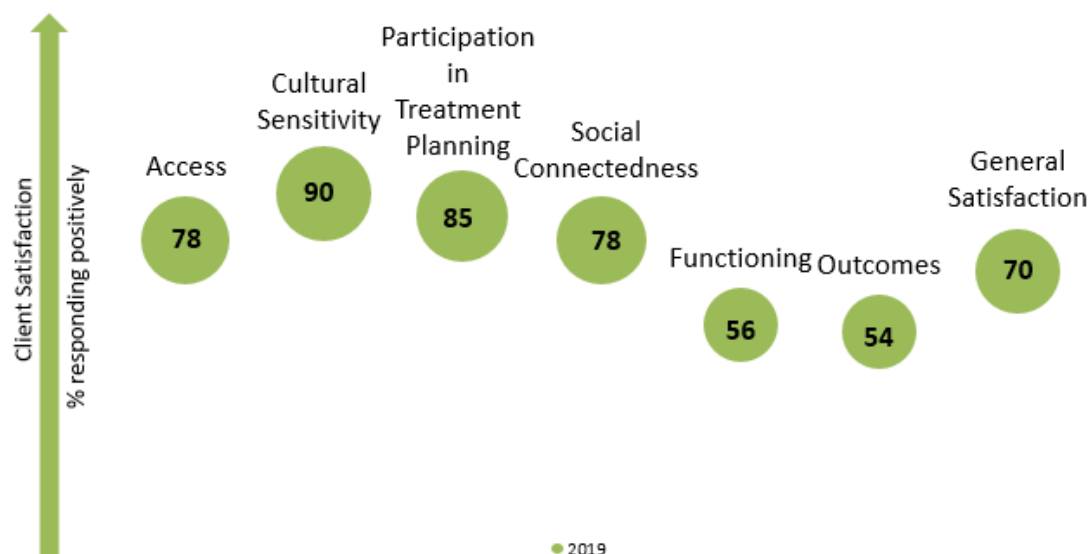
- Approximately 26% of clients reported being employed (20% part-time and 6% full-time).
- Respondents were asked about participation in social activities – about 41% participated in spiritual/religious activities, 27% were in community organizations, and 19% volunteered. About 18% participated in peer support center services.
- Respondents were asked about arrests and encounters with police – 3% were arrested in the past 12 months, 6% were arrested in the 12 months prior to that, and 9% were arrested in either of the past 2 years.
 - Among those who were arrested in the year prior, 85% had no arrests in the most recent 12-month period.

Other Feedback from Adult Clients: Responses to the open-ended questions suggested that respondents were generally pleased with the services they received. Among those who provided feedback, 30% felt that the therapy and 20% felt that the counseling they received were most helpful in their treatment. When asked about what has been least helpful in their treatment, about 17% of those who responded indicated that the staff or services they received in general were not helpful. Of those who provided suggestions for improvement, over one-third (38%) cited increasing access and availability to staff and/or services as the top priority.

For the **Family Member Consumer Survey**, 474 or 43% of all parents/guardians of children/adolescent clients responded. The response rates for the individual centers ranged from 32% to 52%. Fifty-six percent of the children whose parent/guardian responded were males, 54% were age 12 or older, 42% were age 6-11, and the average age was 12 years. Ninety percent were White, 4% Black/African American, 2% Asian, 1% American Indian, <1% Native Hawaiian/Pacific Islander, and 2% other race; 7% of parents identified as Hispanic/Latino. Sixty-five percent have received services for more than one year and 26% for six months up to one year.



At least 70% of family members responded positively to 5 of the seven satisfaction domains. Ninety percent were satisfied with cultural sensitivity of services and 85% were positive about their participation in treatment planning. About 78% were satisfied with access to services and social connectedness.. The functioning (56%) and treatment outcomes (54%) domains were lowest. About 70% were generally satisfied. The overall statewide results of family members who responded positively across the seven satisfaction domains are shown below.



Trends: In general, 2019 domain scores were similar to the previous two years, with one exception. The access (78%) domain was significantly higher in 2019, compared to 72% in 2018, but was similar to 2017 (74%).

Domain Scores by Sex and Age Group: In 2019, domain scores were compared by child’s sex and age group. Family members of male children receiving services had higher access scores (81%), compared to family members of female children (74%). There were no differences by the child’s age group.

Child’s Behavioral Outcomes

- About 97% of children age 6 or older attended school in the past 12 months –
 - 18% were expelled or suspended in the past 12 months and 14% were expelled or suspended in the 12 months prior to that. Twenty-one percent were expelled or suspended in either of the past 2 years.
 - Among those who were expelled or suspended in the year prior, 24% had no expulsions or suspensions in the recent 12-month period.
 - 30% of family members reported that since starting to receive services, their child’s attendance in school has increased.
- Among children age 14 or older – 3% were arrested in the past 12 months, 3% were arrested in the 12 months prior to that and 6% were arrested in either of the past 2 years.



Other Feedback from Family Members: Family members' responses to open-ended questions suggested that, overall, they felt as though their child's services were helpful. Among those who responded, 31% said counseling services that their child received and 26% said therapy were the most helpful in their treatment. When asked what was least helpful in their child's treatment, about 26% of those who responded cited access/availability, consistency (18%), and inadequate care (18%) as being the least helpful. Of those who provided suggestions for improvement, about 47% cited increasing access and availability to staff and/or services as the top priority.



Overview and Purpose

The New Hampshire Department of Health and Human Services (NH DHHS), Division for Behavioral Health (DBH) Bureau of Mental Health Services (BMHS) contracted with JSI Research & Training Institute, Inc. (JSI) of Boston, MA to conduct the 2019 Consumer Satisfaction Survey. The DHHS-DBH-BMHS conducts an annual random survey of BBH-eligible consumers receiving services through the public mental health system's ten Community Mental Health Centers (CMHC). Adults age 18 or older who were eligible for DHHS-DBH-BMHS Psycho-Rehabilitative Services with an eligibility category of Severe Mental Illness (SMI), Severe and Persistent Mental Illness (SPMI), Low Utilizer (LU), Seriously Emotionally Disturbed (SED), or Seriously Emotionally Disturbed Interagency (SED-IA) were eligible for the Adult Survey. The Family Survey was sent to parents or caregivers of a sample of children and youth under age 18 who were eligible for DHHS-DBH-BMHS Psycho-Rehabilitative Services with an eligibility category of Serious Emotional Disturbance (SED) or Serious Emotional Disturbance having current interagency involvement (SED-IA).

A total of 780 adult clients and 474 family members of children/adolescent clients responded to the survey in 2019.

The data presented in this report summarize survey responses from DHHS-DBH-BMHS eligible consumers and family members of children who have received public mental health services. The purpose is two-fold: one, to gather input from the adults and parents of children who use or have used public mental health services so that CMHC's can focus on improving their services, and two, to gather data that are required by the SAMHSA Community Mental Health Services Block Grant. The grant requires certain recipient data to be reported, and the survey collects some of these data. Most of the survey questions are prescribed by the block grant, but states may add items that are specific to the states' individual interests.

Methodology

Sampling Approach. The population of BBH-eligible clients with at least two service visits in the last quarter of 2018 (September-December) were sampled for the survey. Clients may be covered by commercial health insurance, Medicare, or Medicaid or be uninsured. Stratified random sampling by age and gender at each Center was conducted to reflect the clients within and across CMHCs statewide. This means that all eligible clients were grouped by their age and gender categories for each Center and then randomly chosen to participate in the survey – the sample selected is therefore almost identical to the characteristics of all CMHC clients at each Center. Smaller CMHCs were sampled at a higher rate than larger sites to ensure adequate representation from each site. The table below describes the initial adult and family member population and the total number randomly selected for each survey.



	Adult	Family Member
Eligible clients in DHHS system included:	<ul style="list-style-type: none"> ✓ Low Utilizer ✓ Seriously And Persistently Mentally Ill ✓ Seriously Mentally Ill ✓ Seriously Emotionally Disturbed* ✓ Seriously Emotionally Disturbed Interagency* 	<ul style="list-style-type: none"> ✓ Seriously Emotionally Disturbed ✓ Seriously Emotionally Disturbed Interagency
Total eligible population	10,456	5,850
Stratified random sample by age/gender within each center		
Sampling Rate	~17%	~23%
Total initial sample sizes:	1,784	1,324

*Note: All clients age 18 or older were considered adults and received the adult survey. Adults with a BBH-eligibility category of SED and SED-IA in the sample were age 18+. Stratified random sampling was conducted to reflect the gender and age distribution of clients within each center.

Survey Design. There were no content or formatting changes in 2019. While grouping of items in the survey instruments did not necessarily correspond to the grouping of items in the federal Substance Abuse and Mental Health Services Administration’s (SAMHSA) Mental Health Statistical Improvement Program (MHSIP) tool domains, all analyses were based on the MHSIP groupings. See **Appendix A1** for the Adult and **Appendix B1** for the Family Member surveys. Both surveys are state-modified versions of the MHSIP tool. See also **Appendix A4** and **B4** for the items listed by MHSIP domain.

The Adult Survey included 59 items that asked about specific elements of satisfaction across nine thematic sections or domains. The Family Member Survey included 27 items measuring seven satisfaction domains. Clients indicated the extent to which they agreed or disagreed with each survey item and were also given the option to select “not applicable”. All items were written as agree-disagree items using a five-point scale (strongly agree, agree, neutral, disagree and strongly disagree), along with a “not applicable” option.

SAMHSA-required questions on demographics and behavioral outcomes, such as arrests and police encounters, participation in social activities (adult survey only), and school attendance, expulsion and suspension (family member survey only) were also included.

Adult & Family Member Consumer Survey Domains or Areas of Satisfaction

Adult Consumer Survey (*59 items)

- Access (6)
- Participation in Treatment Planning (2)
- Quality and Appropriateness (9)
- Social Connectedness (4)
- Functioning (5)
- Outcomes (8)
- General Satisfaction (3)
- Health and Wellness (6) *(added in 2016, non-MHSIP)*
- Self-Determination (6) *(added in 2016, non-MHSIP)*
- +11 other state-added times +6 demographics & behavioral outcome questions

Family Member Consumer Survey (*27 items)

- Access (2)
- Participation in Treatment Planning (3)
- Cultural Sensitivity (4)
- Social Connectedness (4)
- Functioning (6)
- Outcomes (6)
- General Satisfaction (6)
- +1 other state-added times + demographics & behavioral outcome questions

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*In (parentheses) are the number of items included in the domain. Domain items may add up to more than the total in the survey. *For the Family Member survey, the Functioning and Outcomes domains share many of the same items. *One item in the Adult Survey is included in both the Functioning and Outcomes domains.



The Adult and Family Member Surveys were available in English and translated into Spanish. Clients noted by the CMHCs as needing a Spanish interpreter were sent a Spanish survey in addition to the English version. A Babel sheet was also mailed with each survey mailing with translated text in 20 languages and included a contact number if a client had questions or needed other translation assistance. Phone follow-up interviews were conducted in English and Spanish. Surveys were also available online in English and Spanish.

Web Survey Design. 2019 was the first year a web survey was programmed and available throughout the data collection period. SurveyGizmo was the web platform used. The web surveys were available in English and Spanish and programmed with the following elements:

- An entry page with an explanation of the survey and information about JSI, including a project specific phone number and email address
- Assurance of confidentiality
- Instructions on how to complete the questionnaire
- Appropriate skip patterns to allow the consumer to complete the questionnaire in stages
- Programming so that the consumer is unable to complete the questionnaire more than once

To access the on-line surveys, clients were given a Uniform Resource Locators (URLs), or web link, which they had to type into their browser to access to the web surveys (Adult and Family Member versions) as “https” links, which use Secure Socket Layer to transport data safely between client and the survey platform using an encryption algorithm. Unfortunately the standard URL provided by SurveyGizmo’s system is somewhat complicated to enter. Therefore to improve access to the web surveys, JSI’s web services team set up short and meaningfully named URLs (NHSURVEY and NHFAMILY) that went to JSI’s server and the server automatically forwarded clients to SurveyGizmo’s secure links. This potentially improved response rates by requiring a simpler URL for clients to type into their browser. JSI did not collect IP addresses or geo-location information from respondents, and all collected survey data was encrypted.

Data Collection Methods. The main approach to data collection that JSI used were mail surveys with a \$5 up-front cash incentive. However in all mailings, JSI also notified clients that they could respond on-line if they preferred. Finally JSI used telephone follow-up of non-respondents if after the third reminder mailing a client still had not responded. Data collection began April 26, 2019 and ended September 30, 2019.

1. A pre-notification letter was sent to all randomly selected clients who had deliverable addresses, based on the initial USPS address verification check;
2. From the pre-notification process, additional “addressee unknown” notices were received from the USPS and these clients were excluded from further mailings and response rate calculations. (For clients identified as homeless, JSI sent surveys to the address provided by the CMHC.)

The table below shows the data collection methods and the number of mailings sent and outreach at each step of the process, from pre-notification, survey mailing, first reminder, second survey, second reminder letter, to telephone outreach, and a last call flyer (for family survey only) In all contacts, clients were notified that they could fill out the survey online if they preferred:



Consumer Group	Total Sampled	Total Initial Sample Used	Total Excluded/ Incorrect Contact Information	Eligible Sample	Data collection outreach - counts of sample						
				(total sampled - total excluded)	Pre-notification letter	Survey + Babel sheet + \$5	First reminder letter	Second survey + Babel sheet	Second reminder letter	Telephone outreach	Last call flyer
					All of these mailings included a link to the online survey - voicemail messages during telephone follow up included the online survey web address						
Adult	1,784	1,713	170	1,543	1,713	1,611	1,322	1,165	1,007	986	0
Family	1,324	1,233	134	1,099	1,233	1,162	960	847	744	728	555

Survey Tracking & Processing. All surveys received were tracked in a Microsoft Access database. Surveys marked as returned to sender undeliverable by the United States Postal Service (USPS) were documented as such in the tracking database. JSI downloaded password protected files with notices of temporary or permanent address change through USPS's Electronic Product Fulfillment site. Changes were recorded in the database, and affected surveys were automatically forwarded by USPS to new addresses. In subsequent mailings the updated addresses were used. For surveys completed over the telephone as interviews, responses were entered into the online survey; this version of the survey had slightly altered wordings to correspond to an interviewer delivered reading rather than a self-administered wording. All paper surveys were scanned and verified using TELEForm[®], an automated scanning software used to read in responses. Open-ended questions were entered into a separate excel file along with the unique survey ID.

Response Rate Summary. For the Adult Consumer Survey, 780 surveys were completed for a 51% statewide response (CMHC range: 40% to 57%). To summarize, pre-notifications were sent to 1,713 clients, of whom 102 were dropped due to bad addresses, for a starting survey sample of 1,611 clients. Of those sent a survey, 68 additional clients were excluded due to bad address or return to sender for an eligible sample of 1,543, of whom 780 responded (51%).

For the Family Member survey, a total of 474 surveys were completed, for a 43% statewide response (CMHC range: 32%-52%). To summarize, pre-notifications were sent to 1,233 clients, of whom 71 were dropped due to bad addresses, for a starting survey sample of 1,162 clients. Of those sent a survey, 63 additional clients were excluded due to bad address or return to sender for an eligible sample of 1,099, of whom 474 responded (43%).

The table below shows the initial adult and family member samples, number of un-deliverables and excluded, the number of surveys completed by mail, web and telephone and overall response rates.

Consumer Group	Total Sampled	Total Initial Sample Used	Total Excluded/ Incorrect Contact Information	Eligible Sample (total sampled - total excluded)	Surveys Completed			Total Number Completed* (Mail + Phone + Web)	Response Rate (completed/ included)
					Mail	Phone	Web		
Adult	1,784	1,713	170	1,543	561	137	82	780	51%
Family	1,324	1,233	134	1,099	336	31	107	474	43%

*For the adult survey, 12 were returned in Spanish. For the family member survey, 2 were returned in Spanish.



Approximately 10% (170) of the adult sample was excluded due to incorrect contact information and 10% (134) of the family sample was also excluded (clients with bad phone numbers only were not excluded, however, from either sample). Response rates were calculated by dividing the total number of surveys completed by the total number in the eligible sample.

Given that this was the first year that clients were given the opportunity to respond on-line right from the beginning of the data collection process, it is interesting to note that of the returned adult surveys, 10.5% of the surveys were filled out on-line and for family surveys, 22.6% were filled out on-line. (These proportions are similar to our experience in Massachusetts).

Individual CMHC-specific response rates are presented in the table below. The total number of clients excluded during the pre-notification and survey data collection phase are also shown for each center.

Adult							
Community Mental Health Center	Total Starting Sample	Excluded during Pre-notification	Initial Survey Sample Size	Return to Sender or Excluded	Eligible Sample	Total Completed	Response Rate
Northern Human Services	135	7	128	5	123	61	50%
West Central Behavioral Health	114	13	101	10	91	51	56%
Lakes Region Mental Health Center	133	6	127	3	124	62	50%
Riverbend Community Mental Health Center	201	26	175	9	166	83	50%
Monadnock Family Services	172	4	168	9	159	87	55%
Community Council of Nashua	204	13	191	12	179	97	54%
Mental Health Center of Greater Manchester	294	15	279	11	268	119	44%
Seacoast Mental Health Center	177	6	171	3	168	90	54%
Community Partners	149	7	142	2	140	80	57%
Center for Life Management	134	5	129	4	125	50	40%
Total	1713	102*	1,611	68*	1,543	780	51%

*102 clients out of the initial sample of 1,713 who were sent prenotifications were excluded during the prenotification process, and 68 during data collection phase, for a total of 170 RTS/exclusions in the Adult sample. A total of 1,611 were sent a survey.

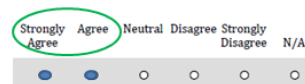
Family							
Community Mental Health Center	Total Starting Sample	Excluded during Pre-notification	Initial Survey Sample Size	Return to Sender or Excluded	Eligible Sample	Total Completed	Response Rate
Northern Human Services	92	3	89	7	82	26	32%
West Central Behavioral Health	96	10	86	10	76	38	50%
Lakes Region Mental Health Center	125	3	122	4	118	48	41%
Riverbend Community Mental Health Center	145	12	133	3	130	65	50%
Monadnock Family Services	131	7	124	5	119	44	37%
Community Council of Nashua	97	4	93	10	83	35	42%
Mental Health Center of Greater Manchester	147	11	136	12	124	43	35%
Seacoast Mental Health Center	118	7	111	1	110	57	52%
Community Partners	154	10	144	7	137	58	42%
Center for Life Management	128	4	124	4	120	60	50%
Total	1233	71*	1,162	63*	1,099	474	43%

*71 clients out of the initial sample of 1,233 who were sent prenotifications were excluded during the prenotification process, and 63 during data collection phase, for a total of 134 RTS/exclusions in the Family sample. A total of 1,162 were sent a survey.



Data Analyses. For both the Adult and Family Member Surveys, analyses followed MHSIP protocols. Data were weighted to reflect each center’s proportion to the total population so that results can be generalizable to all clients receiving services.

For each satisfaction item, a “strongly agree” or “agree” response is considered a “positive” response. The percentage of clients responding positively to each item is reported.



Overall scores for each satisfaction domain were based on respondents’ answers to a set of related items (questions) within that area. Non-MHSIP survey items that were added by the state in 2016 and 2018 were not included in the calculation of overall scores and are noted as “non-MHSIP” in Appendix A4 and B4. For clients who answered at least two-thirds of the items or questions within a domain, an average was first taken of all items they answered within the domain. A client with an average score of less than 2.5 considered to have responded “positively” and was satisfied with that domain.¹ The percentage of clients who responded positively in each domain was calculated. Hereafter, these percentages are referred to as **domain scores**. A higher domain score indicates a larger percentage of clients responding positively.

Domain scores from the 2019 survey are presented overall for statewide results, combined across all 10 CMHCs. Comparisons of statewide results by client characteristics (sex and age group) are also presented and tested for statistically significant differences. To examine whether there were any changes over time, statewide domain scores across each of the past three years (2017-2019) were tested for differences, which were considered statistically significant at the $p < 0.05$ level. This means that there is less than a 5% probability that the difference in scores seen was due to chance and there is 95% confidence that the difference is true and real.

Due to small numbers of clients across some CMHCs, CMHC-specific data were combined across the past three years (2017-2019) for analysis. This reduces the potential variability and fluctuations in results that may occur year to year given differences in responses and numbers of respondents. Therefore, three- year estimates for each center are presented alongside the combined three-year statewide results. Statistical significance testing was conducted to determine any differences in domain scores between each CMHC and the state-wide results at the $p < 0.05$ level.

¹ The scores ranged from (1) strongly agree to (5) strongly disagree.



Report Outline

This report presents the results of both the 2019 Adult and Family Member Consumer Satisfaction Surveys and is organized into the following parts:

Part 1 summarizes the statewide findings for the Adult Survey and includes:

- 2019 statewide demographic data (gender, age, race, ethnicity, time in care)
- 2019 statewide domain scores, with comparisons to 2017 and 2018
- 2019 statewide item-specific scores, with comparisons to 2017 and 2018
- 2019 statewide behavioral outcomes
- 2019 key themes from responses to open-ended questions

Part 2 summarizes the statewide findings for the Family Member Survey and includes:

- 2019 statewide demographic data (gender, age, race, ethnicity, time in care)
- 2019 statewide domain scores, with comparisons to 2017 and 2018
- 2019 statewide item-specific scores, with comparisons to 2017 and 2018
- 2019 statewide behavioral outcomes
- 2019 key themes from responses to open-ended questions

Part 3 compares and analyzes 2019 results by client characteristics:

- Comparison of 2019 Adult domain scores by sex, age group, length of time in care, and employment status
- Comparison of 2019 Family Member domain scores by sex, age group, and length of time in care

Part 4 summarizes findings for each Community Mental Health Center and includes each individual center's:

- Combined 2017-2019 demographic data (gender, age, race, ethnicity)
- Combined 2017-2019 domain scores, with comparisons to combined 2016-18 statewide scores
- Combined 2017-2019 item-specific scores by domain
- Combined 2017-2019 behavioral outcomes data



Part 1: New Hampshire Statewide

2019 Adult Consumer Survey Summary



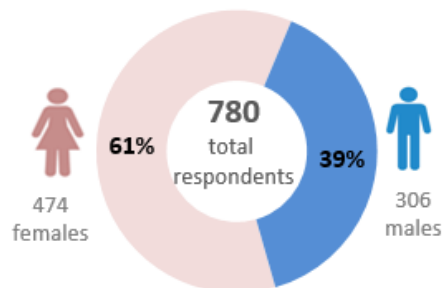
Part 1: New Hampshire Statewide - 2019 Adult Consumer Survey Summary

About the 2019 Adult Consumer Survey Respondents

A total of 780 adult clients responded to the 2019 Consumer Satisfaction Survey. The characteristics of survey respondents are summarized below. See **Appendix A2** for a summary table of demographics.

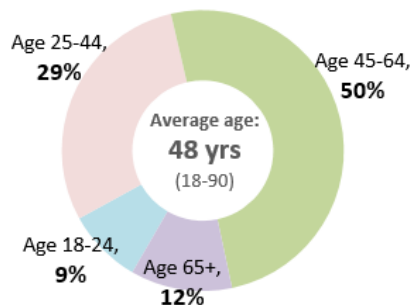
Client Gender

About three out of five or 61% of clients were female and 39% were male.



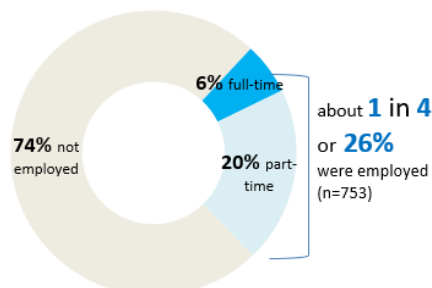
Client Age

Respondents were on average 48 years old (range: 18-90). About 9% were age 18-24, 29% age 25-44, 50% age 45-64 and 12% were age 65 or older.



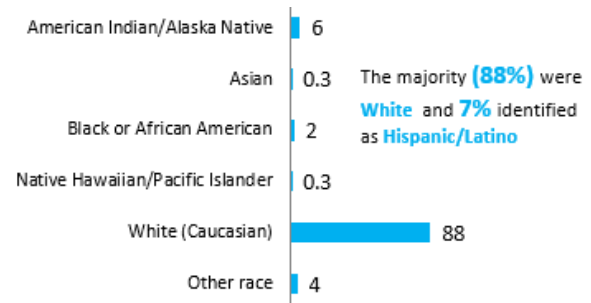
Current Employment

About 74% of respondents were not employed at the time of the survey; 20% were employed part-time and 6% worked full-time.



Race*

About 88% identified as White, 6% were American Indian or Alaska Native, 2% were Black, <1% were Asian, <1% were Native Hawaiian/Pacific Islander, and 4% other race.



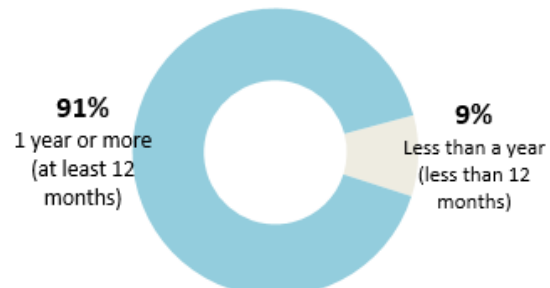
Ethnicity*

Seven percent of respondents indicated they were Hispanic or Latino.

*Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino.

Length of Time Receiving CMHC Services

Nine out of ten or 91% indicated they were still getting mental health services from CMHCs at the time of the survey. The majority (91%) have received services for 1 year or more.



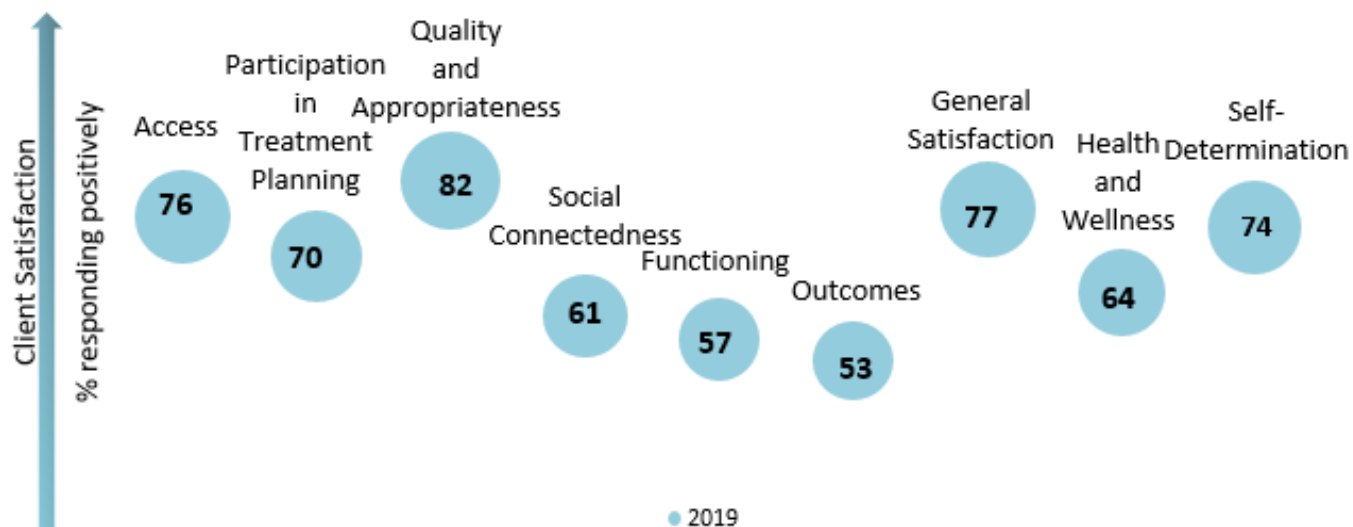
2019 NH Statewide Adult Consumer Survey Findings

Statewide Domain Scores

Generally, at least 70% of clients responded positively in 5 of the nine satisfaction domains. The highest scores were in the domains of quality and appropriateness (82%), general satisfaction (77%), and access to services (76%).

Self-determination was also high (74%). Seventy percent of clients were satisfied with their participation in treatment planning. The health and wellness (64%), social connectedness (61%), functioning (57%), and treatment outcomes (53%) domains were lower.

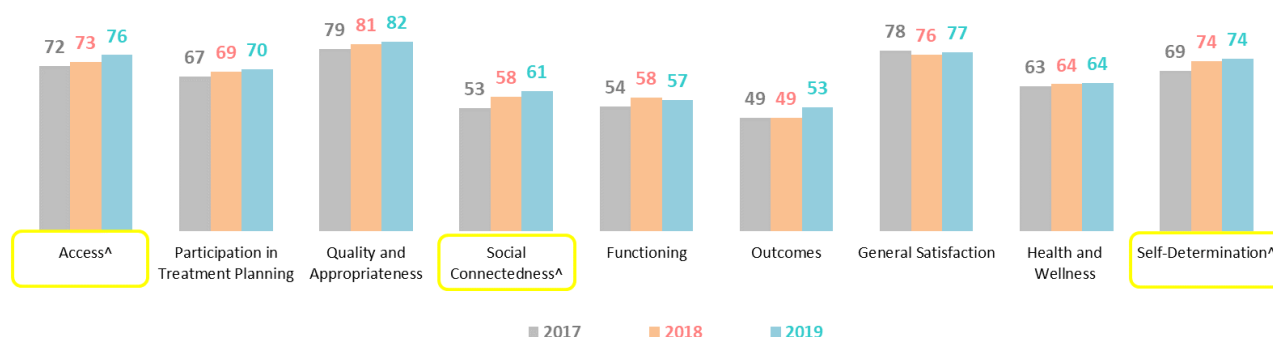
The overall statewide results of clients who responded positively across each of the nine satisfaction domains are shown below.



In 2019, sub-analyses were also conducted to examine whether satisfaction differed by client sex, age group, length of time in care, and employment status. See **Part 3** of this report for comparisons of statewide domain scores by client characteristics.

Trend in Statewide Domain Scores (2017-2019)

Domain scores were compared across the last three years (2017-2019) to determine whether there were any changes in satisfaction over time. Statistically significant differences are indicated by a ^ for differences between 2017 and 2019 and a * for differences between 2018 and 2019. Significant differences are also noted by a yellow box in the graph labeling. Overall, in 2019, three domains improved significantly – the access domain increased from 72% in 2017 to 76% in 2019; social connectedness domain increased from 53% to 61%; and self-determination increased from 69% to 74%. Across the three years scores in 2019 were the highest on seven of the nine domains even though in only three were the increases statistically significant.²



All SAMHSA Mental Health Community Services Block Grant recipient states submit data which are aggregated at the national level. Compared to the most recent 2018 national scores, NH state scores were substantially lower across all domains. However, the characteristics of clients surveyed may vary across states; NH surveys clients with serious or severe mental illness. Nevertheless, the pattern of scores was similar – nationally, outcomes and functioning were also the lower scoring domains, while quality and appropriateness, general satisfaction and access were the higher scoring domains.

	Access^	Participation in Treatment Planning	Quality and Appropriateness	Social Connectedness^	Functioning	Outcomes	General Satisfaction
NH 2017	72	67	79	53	54	49	78
NH 2018	73	69	81	58	58	49	76
NH 2019	76	70	82	61	57	53	77
US 2016	87	85	90	74	74	76	90
US 2017	88	86	90	79	79	79	90
US 2018	89	86	90	77	77	80	90

See **Appendix A3** for a summary table of statewide domain scores by year as well as comparisons to the 2018 U.S. national scores.

While overall domain scores provide a broad assessment of areas that clients are generally satisfied or less satisfied with, examining the responses to specific items within a domain can further help identify

² Additionally, when comparing 2019 scores to 2016, there were statistically significant increases in the outcomes domain (48% to 53% in 2019). There were no differences in other domains between 2016 and 2019.



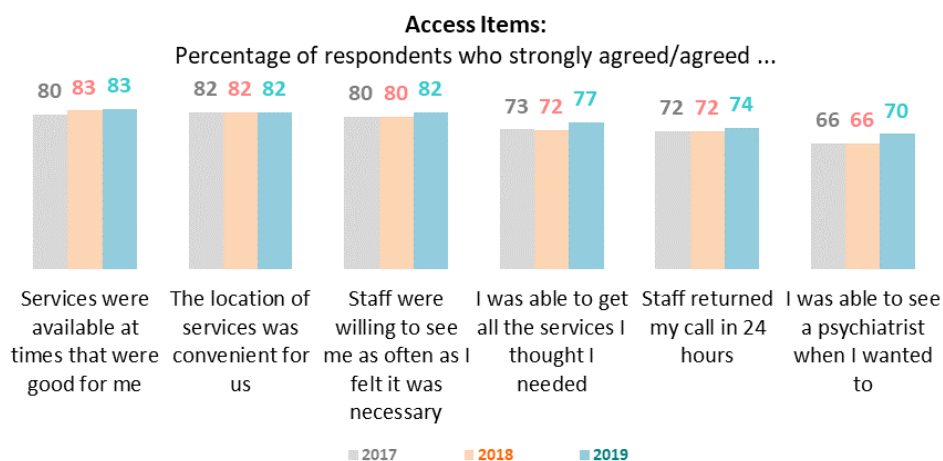
opportunities for targeted quality improvement efforts. For example, the outcomes domain includes items related to how clients were doing in terms of their symptoms, their ability to deal with daily problems, how they are doing in social or school/work situations, and their housing situation. A larger percentage of clients were satisfied with some of these items than with others; items with a lower percentage of clients responding positively may be selected for review as potential targets of quality improvement interventions.

Results shown on the following pages present the specific items associated with each of the nine satisfaction domains. The percentage of clients who responded positively (“strongly agree” or “agree”) are presented for each year (2017, 2018, 2019) and results are displayed in rank-order based on the 2018 data. *Statistically significant differences ($p < 0.05$) between 2017 and 2019 are indicated by (^) and differences between 2018 and 2019 are indicated by (*)*. The number of respondents who provided an answer to each item may vary; see **Appendix A4** for a summary table of these item-specific results.

Domain-Specific Item Scores (2017-2019)

Access

Overall, 76% of clients were satisfied with Access, which was significantly higher when compared to 72% in 2017. Respondents were asked to think about the past 12 months and to report on the extent to which they agreed or disagreed on six MHSIP items measuring this domain. In 2019, the highest percentage of clients strongly agreed/ agreed that the services were available at times that were good for them (83%), the location of services was convenient (82%), and staff were willing to see them as often as necessary (82%). The lowest percentage was related to seeing a psychiatrist when they wanted to (70%). While most access item scores increased (five of the six items), there were no statistically significant differences across years for the individual items but there was a significant increase when taking all the items together. The two items that increased the most however were “able to get all the services I thought I needed” and “able to see a psychiatrist when I wanted to”.

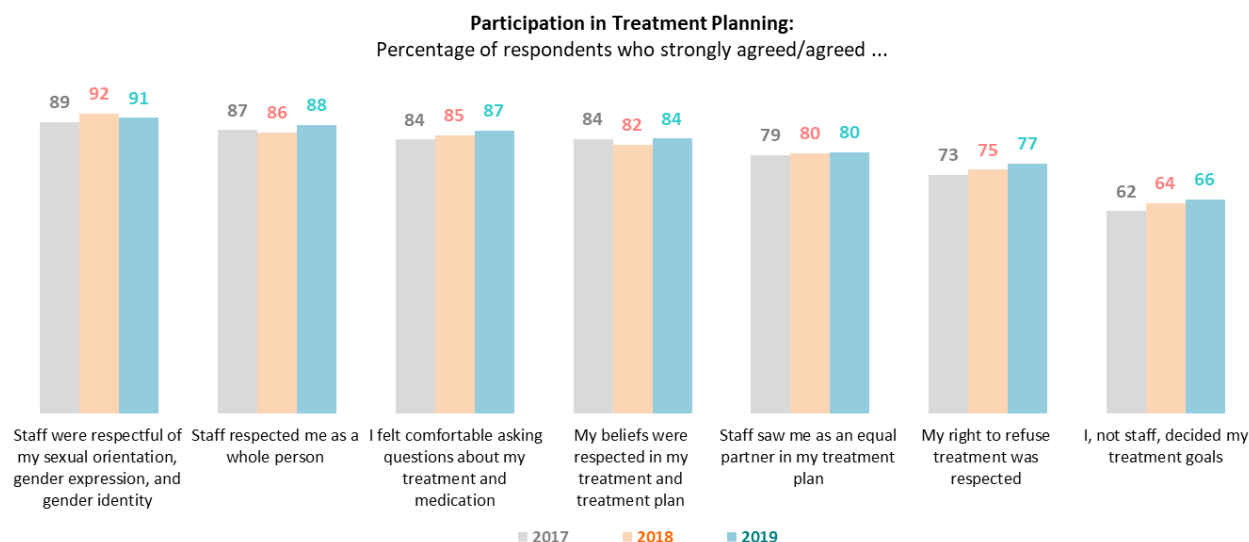


Participation in Treatment Planning

Overall, 70% of clients were satisfied with Participation in Treatment Planning. Although this 2019 overall score was highest for the three years it was not statistically significant at the .05 level. Respondents were



asked to think about the past 12 months and to report on the extent to which they agreed or disagreed with two MHSIP items in this domain. In 2019, 87% of clients were comfortable asking questions about their treatment and medications; however, only 66% agreed that they, not staff, decided their treatment goals. In 2016, five other items related to participation in treatment planning were added – in 2019, 92% agreed that staff were respectful of their sexual orientation, gender expression and identity; 88% agreed that staff respected them as a whole person; 80% agreed that staff saw them as equal partners in treatment and 77% agreed that their right to refuse treatment was respected. Although there were no significant differences for individual items across the three years, item scores for 2019 were highest or tied for highest ratings on six of the seven items.



Quality and Appropriateness of Services

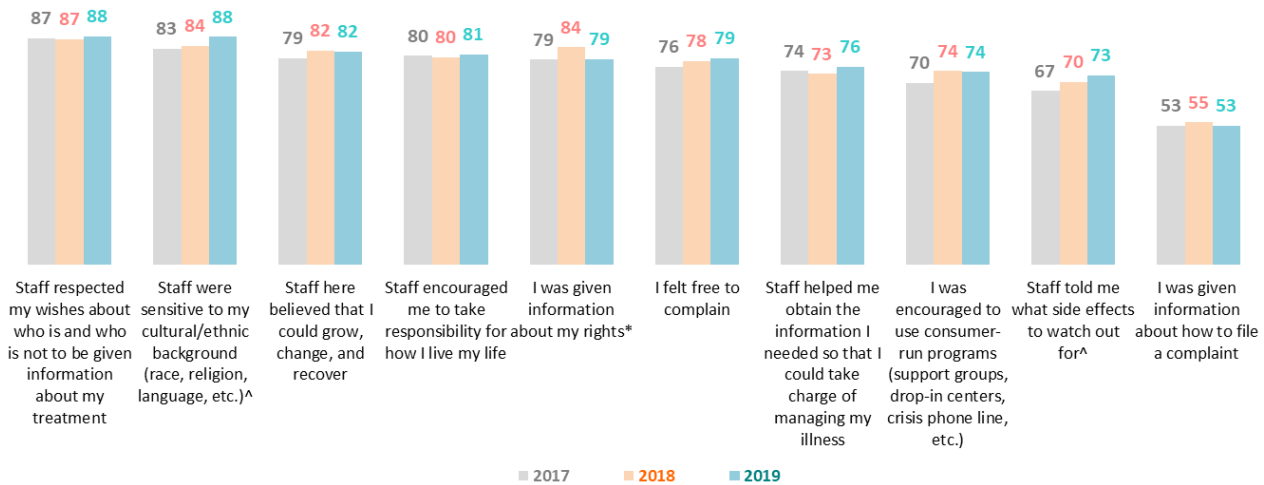
Overall, 82% of clients were satisfied with Quality and Appropriateness. Respondents were asked to think about the past 12 months and to report on the extent to which they agreed or disagreed with nine MHSIP items in this domain. In 2019, between 81% and 88% of clients agreed/strongly agreed that staff respected their wishes about who has access to information about their treatment, and believed they could grow, change, and recover, and staff encouraged them to take responsibility for how they live their life. The lowest satisfaction was related to being given information about how to file a complaint (53%). Also, between 73% and 79% of clients responded positively to four items – felt free to complain, staff helping to obtain information needed so they could take charge of managing their illness, being encouraged to use consumer-run programs, and being informed by staff about side effects.

A significantly lower percentage of clients responded that they were given information about their rights in 2019 (79%), compared to 2018 (84%).

A significantly higher percentage of clients agreed that staff were sensitive to their cultural/ethnic background in 2019 (88%), compared to 2017 (83%).



Quality and Appropriateness Items:
Percentage of respondents who strongly agreed/agreed ...



Social Connectedness

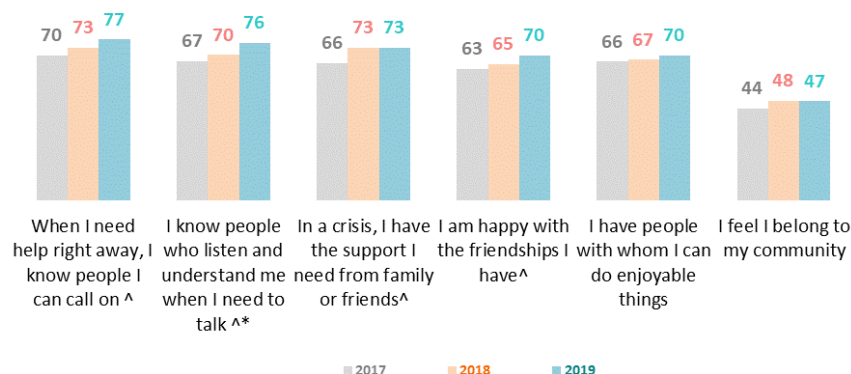
Overall, 61% of clients were satisfied with Social Connectedness in 2019, significantly higher than 53% in 2017. Respondents were asked to consider how the services they have received from their CMHC affected their social connectedness by indicating the extent to which they agreed or disagreed with four MHSIP items.

In 2019, four social connectedness items were significantly higher in 2019 compared to 2017:

1. 77% percent of respondents know people to call when they need help right away (versus 70% in 2017);
2. 76% know people who listen and understand them when they need to talk (versus 67% in 2017 and 70% in 2018);
3. 73% have the support they need from family or friends when they are in a crisis (versus 66% in 2017); and
4. 70% are happy with the friendships they have (versus 63% in 2017).

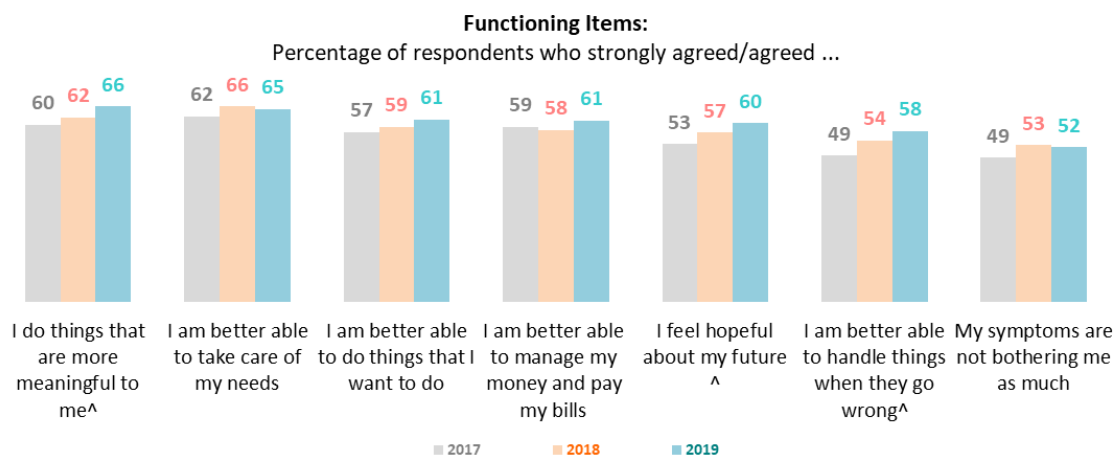
Seventy percent agreed they have people with whom to do enjoyable things. A smaller percentage (47%) felt that they belong to their community.

Social Connectedness Items:
Percentage of respondents who strongly agreed/agreed ...



Functioning

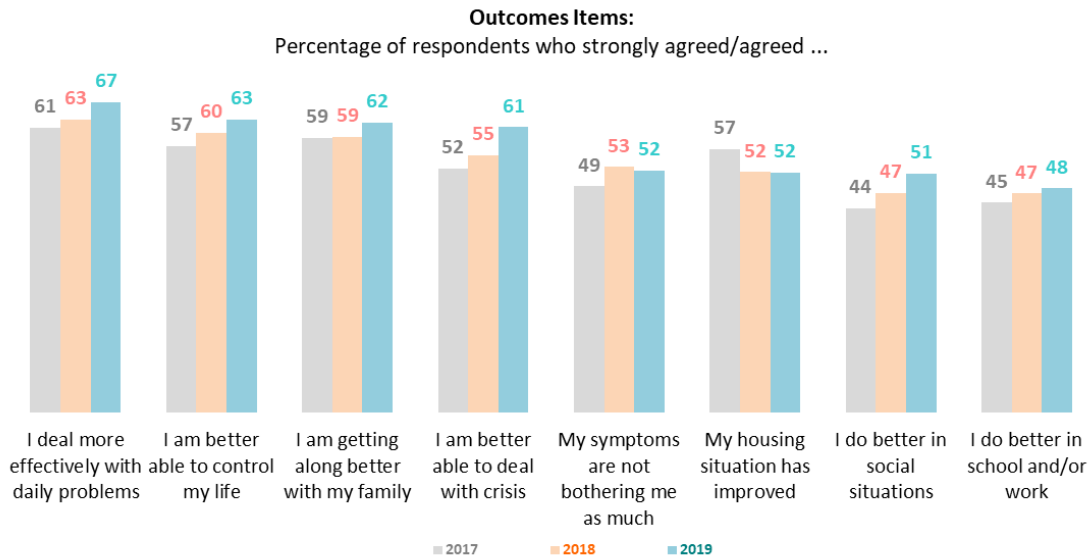
About 57% of respondents were satisfied with Functioning, which is one of the lower-scoring domains. Clients were asked to consider how the services they have received from their CMHC affected their functioning by indicating the extent to which they agreed or disagreed with five MHSIP items. In 2019, about 65% agreed that they are better able to take care of their needs, 61% of respondents agreed that they were able to manage their finances. A significantly higher 66% agreed that they do things that are more meaningful to them (versus 60% in 2017); 60% feel hopeful about the future (versus 53% in 2017); and 58% are able to handle things when they go wrong (versus 49% in 2017). Only 52% agreed their symptoms are not bothering them, with no change across the years. It is important to note that current clients still in care were surveyed; those who have discharged from services may have higher levels of functioning.



Treatment Outcomes

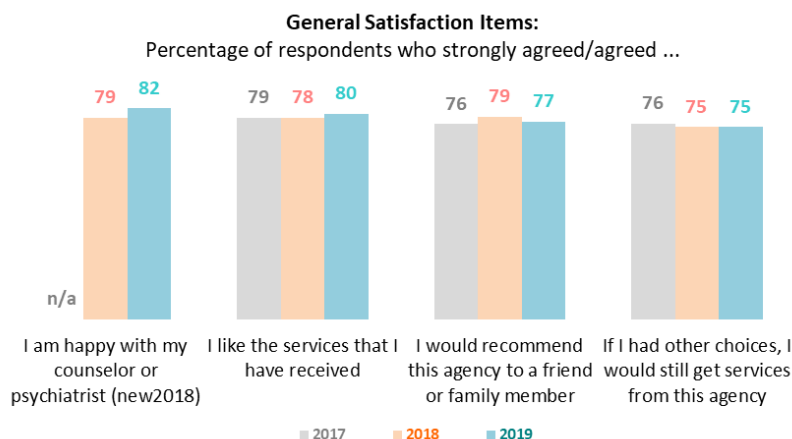
Only 53% of respondents overall were satisfied with Treatment Outcomes, which is one of the lower-scoring domains. Clients were asked to consider how the services they have received from their CMHC affected their outcomes by indicating the extent to which they agreed or disagreed with eight MHSIP items. In 2019, the highest satisfaction ratings were in the areas related to clients' being able to deal effectively with daily problems (67%), having better control of their life (63%), and getting along better with family (62%). Only 51% agreed that they do better in social situations and 48% reported doing better in school and/or work. There was no statistically significant differences in the outcomes-related item-specific scores across years. It is important to note that current clients still in care were surveyed; those who have discharged from services may have higher levels of functioning.





General Satisfaction

Overall, 77% of respondents were generally satisfied with services. Clients were asked to think about the past 12 months and to report on the extent to which they agreed or disagreed with three MHSIP items measuring this domain. In 2019, 80% liked the services received, 77% would recommend the agency to a friend or family member, and 75% would continue to get services from the CMHC even if they had other choices. Additionally, 82% agreed that they were happy with their counselor or psychiatrist (item added in 2018). There was no statistically significant differences in the item-specific scores across years.

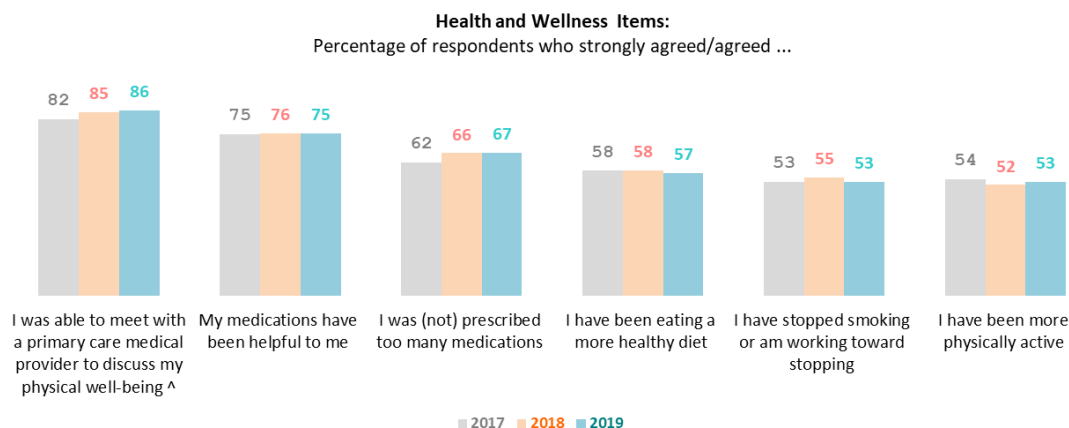


Health and Wellness

Overall, 64% of respondents were satisfied with Health and Wellness. This domain was added by the state in 2016 and is not part of the MHSIP tool. Clients were asked to think about the past 12 months and to report on the extent to which they agreed or disagreed with six statements. In 2019, 86% of clients agreed that they were able to meet with a primary care medical provider to discuss their physical well-being (which is significantly higher compared to 82% in 2017). About 75% agreed that medications have been helpful. Smaller percentages of clients agreed that they were not prescribed too many medications (67%),



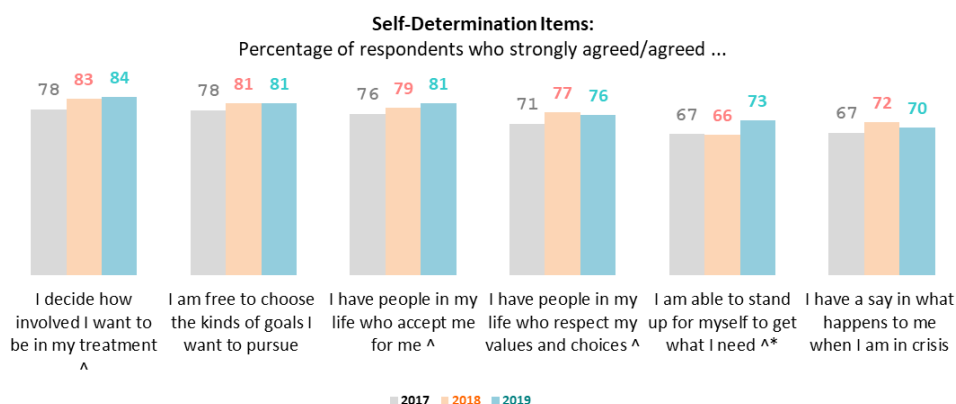
have a healthy diet (57%), have worked towards smoking cessation (53%), and are more physically active (53%). None of the 2019 scores for these additional items were significantly different than previous years.



Self-Determination

Overall, 74% of respondents were satisfied with Self-Determination, significantly higher than the 69% in 2017. This domain was added by the state in 2016 and is not part of the MHSIP tool. Clients were asked to think about the past 12 months and to report on the extent to which they agreed or disagreed with six statements. In 2019, 81% agreed that they were free to choose the kinds of goals to pursue. A smaller percentage (70%) agreed that they have a say in what happens to them when in time of crisis. There were statistically significant increases in four items in 2019:

1. 84% agreed that they themselves decided how involved they want to be in their treatment (78% in 2017);
2. 81% of clients have people who accept them (76% in 2017);
3. 76% agreed that they have people in their life who respect their values and choices (71% in 2017); and
4. 73% were able to stand up for themselves to get what they need (67% in 2017 and 66% in 2018).



For a summary table of these item-specific results across each year (2017, 2018, and 2019), see **Appendix A4**.

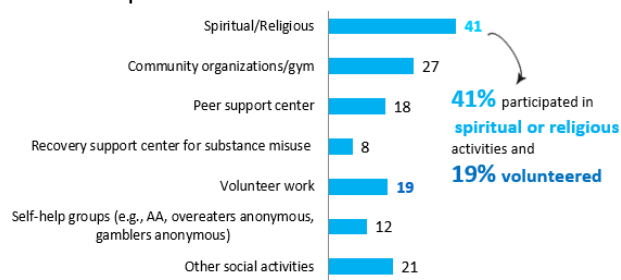


2019 NH Statewide Adult Consumer Survey – Behavioral Outcomes

Respondents were also asked about any participation in social activities, current employment, and school enrollment, which are positive outcomes. They also reported on current smoking status and arrests and police encounters. See **Appendix A5** for a summary table of behavioral outcomes.

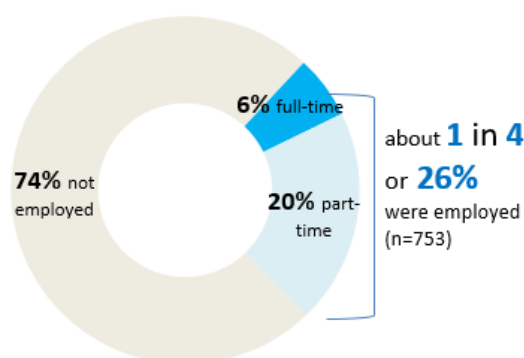
Participation in Community or Social Activities

About 41% participated in spiritual or religious activities. About 18% reported participating in peer support center activities, 12% self-help groups, and 8% recovery support centers. Nineteen percent volunteered.



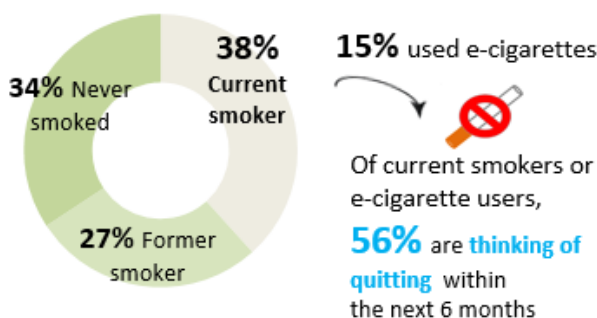
Current Employment

About 74% of respondents were not employed at the time of the survey; 20% were employed part-time and 6% worked full-time.



Current Smoking Status

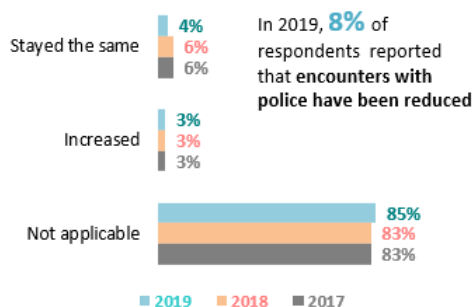
In 2019, about 38% of respondents were current smokers and 15% had used e-cigarettes in the past 30 days. Overall, 56% of current smokers were thinking of quitting in the next six months. Information, resources and referrals for smoking cessation services may be valuable to these clients.



Police Encounters and Arrests

Respondents were asked about arrests and any changes in police encounters in the recent year. In 2019, 3% reported being arrested in the recent 12 months and 6% were arrested in the 12 months prior to that (of whom, 85% had no arrests in the recent 12 months). Overall, 9% were arrested in either of the past 2 years.

**There were no statistically significant differences in arrests or police encounters across years*

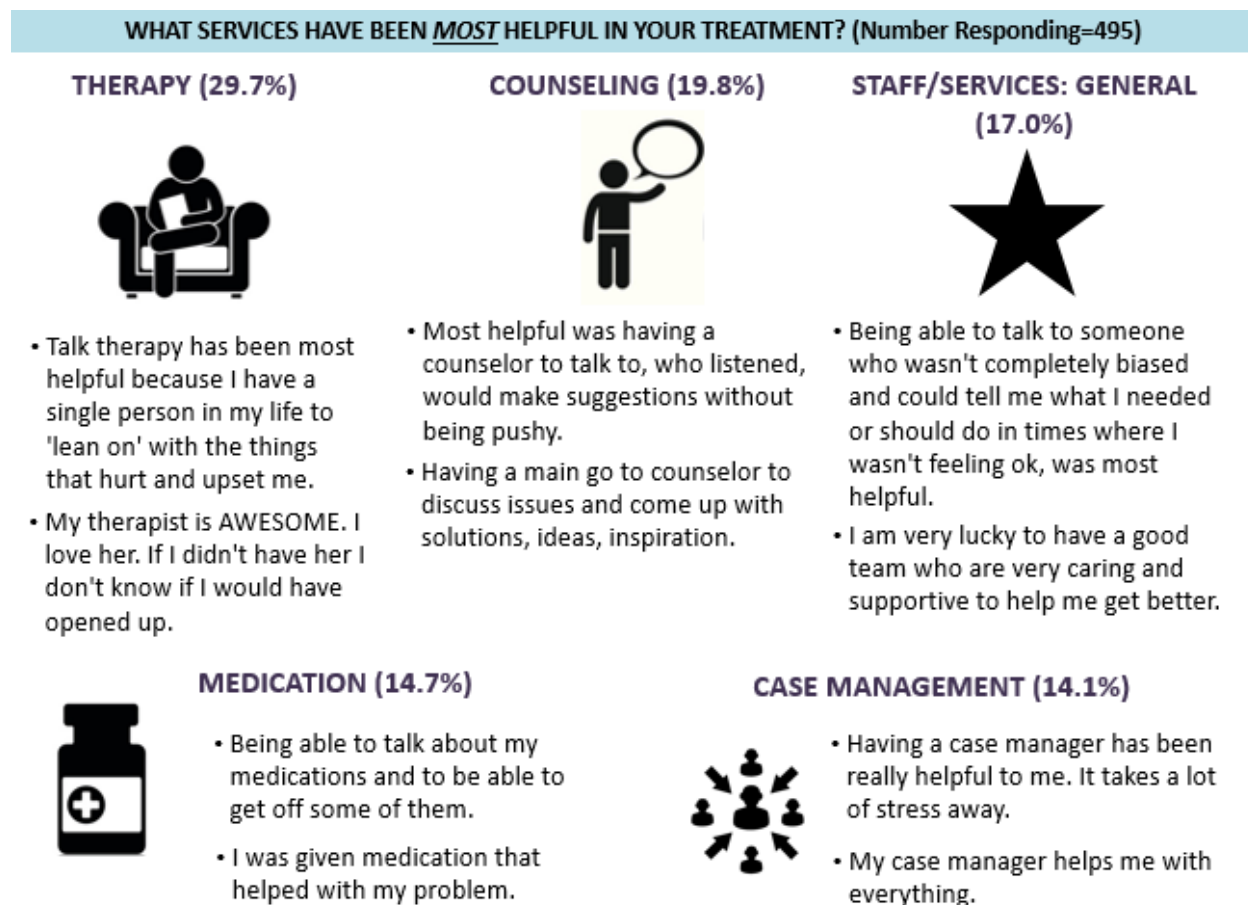


2019 NH Statewide Adult Consumer Survey – Open-ended Comments

Respondents were also given the opportunity to write in additional comments on the survey and to provide feedback about their experiences with CMHC services that were not otherwise captured by the survey questions. The following illustrations include quotes identified from the open-ended responses that highlight the key findings and represent the major themes.

Sixty-four percent of respondents provided comments to the question “**What services have been most helpful in your treatment?**” and identified a wide variety of services that were most helpful. The major themes were:

- Therapy
- Counseling
- Staff and services in general (helpful, supportive, caring, etc.)
- Medication (i.e., correct medication dosage, effective hospital stays, etc.)
- Case Management



Thirty-nine percent of respondents provided comments to the question “**What services have been least helpful in your treatment?**” The key concerns were the following:

- None, all services were helpful
- Substandard care (e.g., ineffective, inappropriate given condition, etc.)
- Staff and services in general (e.g., bad fit, not helpful, counseling, therapy, etc.)
- Therapy
- Access and/or availability (e.g., time waited to see providers, scheduling options, etc.)

WHAT SERVICES HAVE BEEN THE LEAST HELPFUL IN YOUR TREATMENT? (Number Responding=302)

NONE (22.5%)



- I think all aspects of my treatment have been equally helpful.
- Can't say anything has been least helpful. Everything has been helpful.

SUBSTANDARD CARE (18.5%)



- My case manager seldom knows more than I do already but she is comparatively new and inexperienced.
- Seeing my listed psychiatrist was not helpful at all. He provided me nothing at all and it was a waste of my time and effort seeing him.

STAFF/SERVICES: GENERAL (17.2%)



- I have taken many groups over the years and have found out that I'm better off mentally if I don't constantly concentrate on my illness. It is a constant reminder.

THERAPY (16.6%)



- I wish there were more options for therapists. My current therapist is a good person, but I wish there was another therapist I could try.
- Had a therapist but appointments were not often enough for me. She also was very late for every appointment. Also felt like she wasn't my advocate. I felt like I wasn't important enough either.

ACCESS/AVAILABILITY (16.2%)



- Because of the case load I can understand how busy the staff is, but I'm often left feeling like I'm not as much a priority.
- I waited awhile for services before I got them.

Forty-four percent of respondents provided comments to the question “**What changes would improve the services you receive?**” and recommended a variety of solutions. The most common suggestions were the following:

- Increase access to and availability of services and providers
- Improve the providers and services
- No improvements are necessary, staff and services are satisfactory
- Improve the consistency of services and providers
- Improve the communication with the client and between providers

WHAT CHANGES WOULD IMPROVE THE SERVICES YOU RECEIVE? (Number Responding=347)

ACCESS/AVAILABILITY (37.5%)



- Having later hours would help. It is hard with my work schedule.
- The length of the "waiting list" to be seen is too long.
- More time with therapist during sessions if needed.

ADEQUATE CARE (19.9%)



- An educated staff that is a little more objective and understanding of the client in question.
- A little more understanding and listening from the psychiatrist. I feel like I am being judged. And they have the treatment laid out before you even enter the office.

NONE (18.7%)



- I am extremely satisfied with the services I received.
- I don't think they need to change. I think they are doing their job just fine.

CONSISTENCY (9.8%)

- Consistency with services. I no longer have a therapist or medication doctor. I have now been on a waitlist for over two months.



- If staff changes did not occur. Staff leaves too frequently.

COMMUNICATION (9.8%)

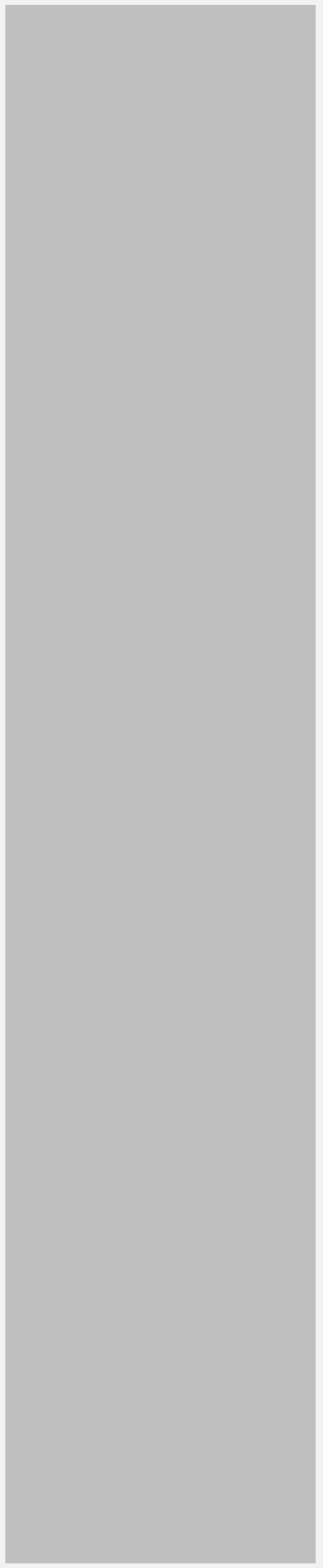
- Make a better communication channel for providers to talk to one another and get things accomplished.
- Phone call acknowledging receipt of my calls left. Answering the phone or returning my voicemails.



Below is a summary table showing the number and percentage of clients who provided feedback related to aspects of services they found most helpful and least helpful in their treatment as well suggestions for improving services, organized by theme:

What services have been the <u>most</u> helpful to you in your treatment? (Number Responding=495)		
	n	%
THERAPY	147	29.7
COUNSELING	98	19.8
STAFF/SERVICES: GENERAL	84	17.0
MEDICATION	73	14.7
CASE MANAGEMENT	70	14.1
What services have been the <u>least</u> helpful to you in your treatment? (Number Responding=302)		
NONE	68	22.5
SUBSTANDARD CARE	56	18.5
STAFF/SERVICES: GENERAL	52	17.2
THERAPY	50	16.6
ACCESS/AVAILABILITY	49	16.2
What changes would improve the services you receive? (Number Responding=347)		
ACCESS/AVAILABILITY	130	37.5
ADEQUATE CARE	69	19.9
NONE	65	18.7
COMMUNICATION	34	9.8
CONSISTENCY	34	9.8





Part 2: New Hampshire Statewide

2019 Family Member Survey Summary



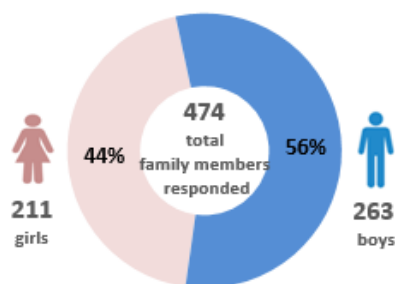
Part 2: New Hampshire Statewide - 2019 Family Member Consumer Survey Summary

About the 2019 Family Member Survey Respondents' Children

A total of 474 family members (parent/guardian) of children receiving services across the 10 community mental health centers responded to the 2019 consumer satisfaction survey. The characteristics of those children are summarized below. See **Appendix B2** for a summary table of demographics.

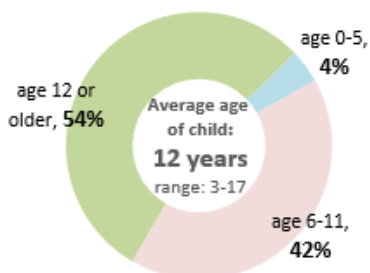
Client Gender

Fifty-six percent of children were male and 44% were female.



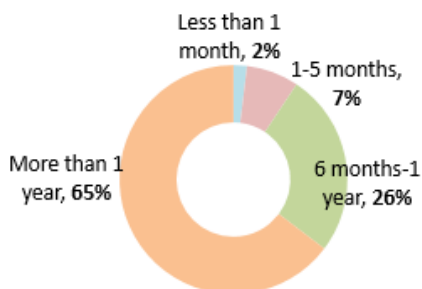
Client Age

Children were 12 years old on average. About 4% were under age 6, 42% were age 6-11, and 54% were age 12 or older.



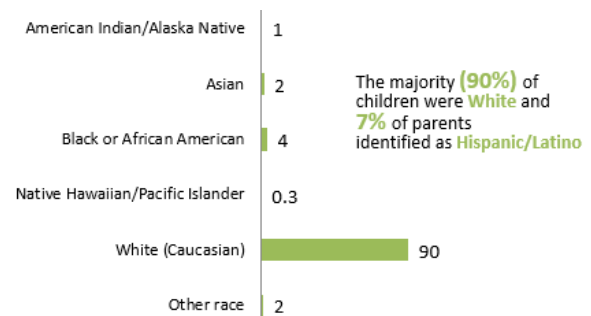
Length of Time Receiving CMHC Services

About 65% of children have received services from the CMHC for more than 1 year; 2% have received services for less than 1 month.



Race*

The majority (90%) of children were White, 4% were Black, 2% were Asian, 1% were American Indian or Alaska Native, <1% Native Hawaiian/Pacific Islander, and 2% were another race.



Ethnicity*

About 7% of family members identified as Hispanic or Latino.

*Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino.

Informed of other Family Programs

Only 35% of family members reported being informed of family programs such as NAMI-NH, Easter Seals, Family Voices, Granite State Federation of Families, Safe Schools/Healthy Students, and Project Aware.



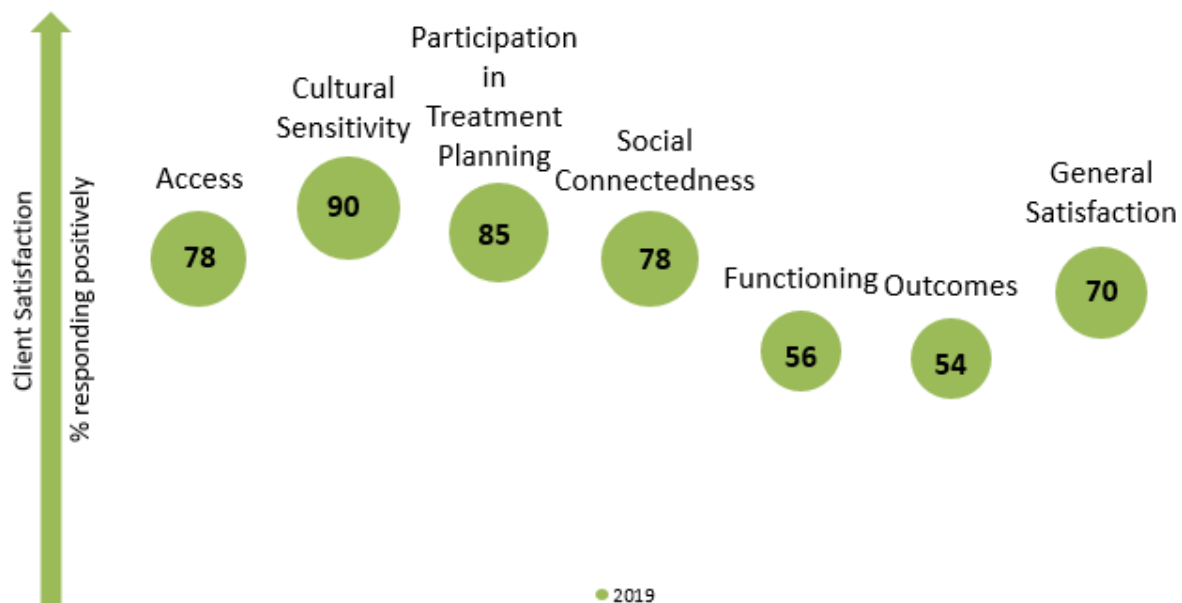
2019 NH Statewide Family Member Consumer Survey Findings

Statewide Domain Scores

Among family members of children receiving services from CMHCs across the state, satisfaction scores were at least 70% or higher in 5 of the seven domains. The highest was in the area of cultural sensitivity of services (90%), followed by participation in treatment planning (85%), social connectedness (78%) and access to services (78%) – which included convenience in service access, sensitivity and respectfulness of staff, and decision making in child’s treatment.

Respondents were less satisfied in two domains that were related to their child’s functioning (56%) and outcomes (54%).

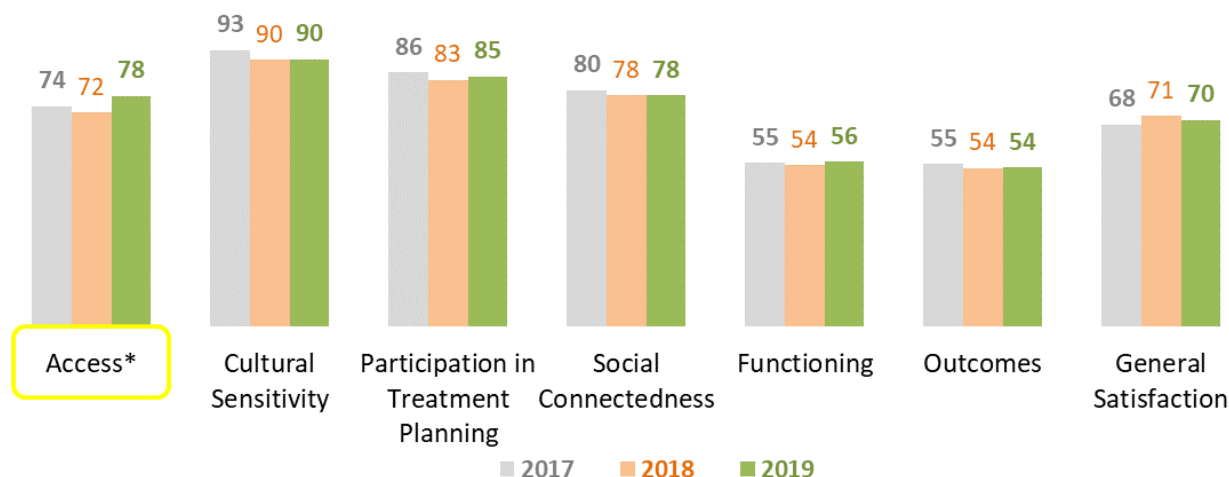
Overall, 70% of respondents were generally satisfied.



In 2019, sub-analyses were also conducted to examine whether satisfaction differed by client sex, age group, and length of time in care. See **Part 3** of this report for comparisons of statewide domain scores by child and youth characteristics.

Trend in Statewide Domain Scores (2017-2019)

Domain scores were compared across the last three years (2017-2019) to determine whether there were any changes in satisfaction over time. Statistically significant differences are indicated by a ^ for differences between 2017 and 2019 and a * for differences between 2018 and 2019. Significant differences are also noted by a yellow box. Overall, there were no statistically significant differences in scores, either when comparing 2019 domain scores to 2017 or 2018, with the exception of the access domain. The access score was significantly higher in 2019 (78%) compared to 2018 (72%).³



All SAMHSA Mental Health Community Services Block Grant recipient states submit data which are aggregated at the national level. Compared to the most recent 2018 national scores, NH state scores were substantially lower across most domains. However, the characteristics of clients surveyed may vary across states; NH surveys family members of children or youth with serious or severe mental illness. Nevertheless, the pattern of scores was similar – nationally, outcomes and functioning were also the lower scoring domains, while cultural sensitivity and participation in treatment planning were the highest.

	Access*	Cultural Sensitivity	Participation in Treatment Planning	Social Connectedness	Functioning	Outcomes	General Satisfaction
NH 2017	74	93	86	80	55	55	68
NH 2018	72	90	83	78	54	54	71
NH 2019	78	90	85	78	56	54	70
US 2016	86	95	91	86	73	73	89
US 2017	88	93	89	87	75	73	88
US 2018	85	93	87	86	73	72	87

See **Appendix B3** for a summary table of statewide domain scores by year as well as comparisons to the 2018 U.S. national scores.

³ Additionally, when comparing 2019 scores to 2016, there were statistically significant increases in the functioning (49% in 2016 and 56% in 2019) and outcomes (47% in 2016 and 54% in 2019) domains. There were no differences in other domains between 2016 and 2019.



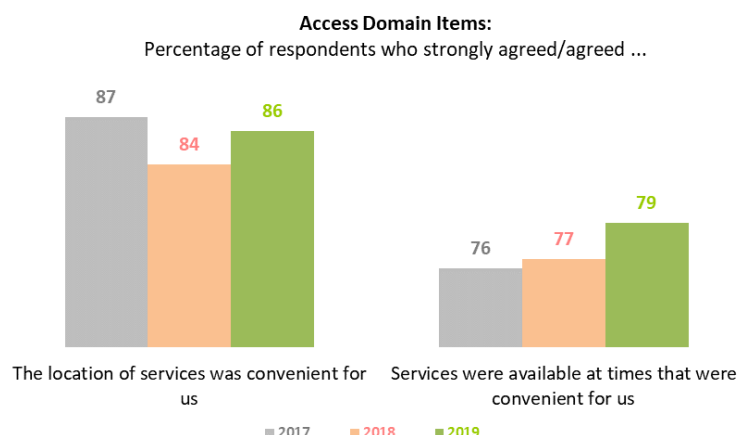
While overall domain scores provide a broad assessment of areas that clients are generally satisfied or less satisfied with, examining the responses to specific items within a domain can further help identify opportunities for targeted quality improvement efforts. For example, the general satisfaction domain included a range of items such as whether the family got as much help as needed, whether the services received with right for them, and overall satisfaction with services. A larger percentage of clients were satisfied with some of these items than with others; items with a lower percentage of clients responding positively may be selected for review as potential targets of quality improvement interventions.

Results shown on the following pages present the specific items associated with each of the seven satisfaction domains. The percentage of clients who responded positively (“strongly agree” or “agree”) are presented for each year (2017, 2018, 2019) and results are displayed in rank-order based on the 2019 data. *Statistically significant differences ($p < 0.05$) between 2017 and 2019 are indicated by (^) and differences between 2018 and 2019 are indicated by (*)*. The number of respondents who provided an answer to each item may vary; see **Appendix B4** for a summary table of these item-specific results.

Domain-Specific Item Scores (2017-2019)

Access

Overall, 78% of family members were satisfied with Access. Respondents were asked to think about the past 12 months and to report on the extent to which they agreed or disagreed with two MHSIP items measuring this domain. In 2019, 86% agreed that the location of services was convenient and 79% indicated that services were available at times that were convenient. There were no statistically significant differences in item scores across the years.

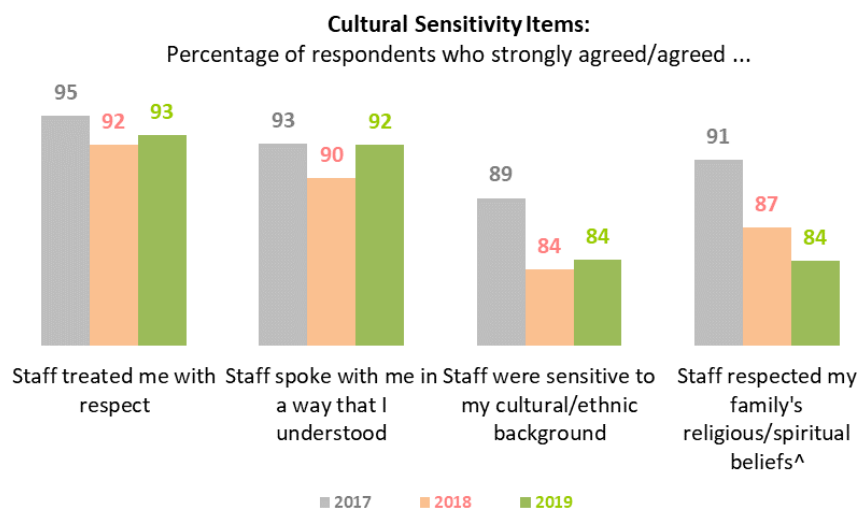


Cultural Sensitivity

In 2019, 90% of family members were satisfied with the overall domain of Cultural Sensitivity, which is the highest scoring domain. Respondents were asked to think about the past 12 months and to report on the extent to which they agreed or disagreed with four MHSIP items. In 2019, 93% agreed that staff treated them with respect and 92% agreed that staff spoke in a way that they understand. About 84% agreed that staff were sensitive to their cultural/ethnic backgrounds. Also, 84% agreed that staff

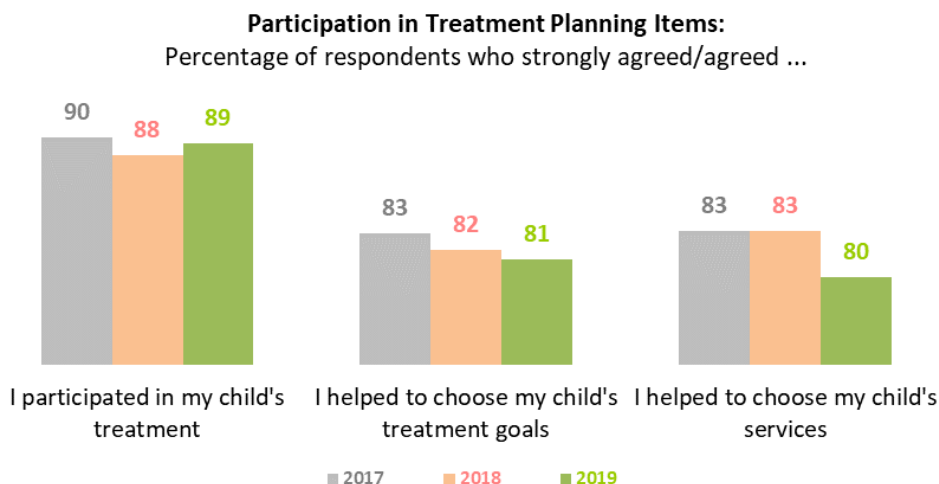


were respectful of their family's religious or spiritual beliefs, which was statistically significantly lower when compared to 91% in 2017.



Participation in Treatment Planning

Overall, 85% of family members were satisfied with Participation in Treatment Planning. Respondents were asked to think about the past 12 months and to report on the extent to which they agreed or disagreed with three MHSIP items. In 2019, 80% agreed that they had participated in their child's treatment, although a smaller percent agreed that they had helped to choose services (81%) and treatment goals (80%). There were no statistically significant differences in item scores across the years.

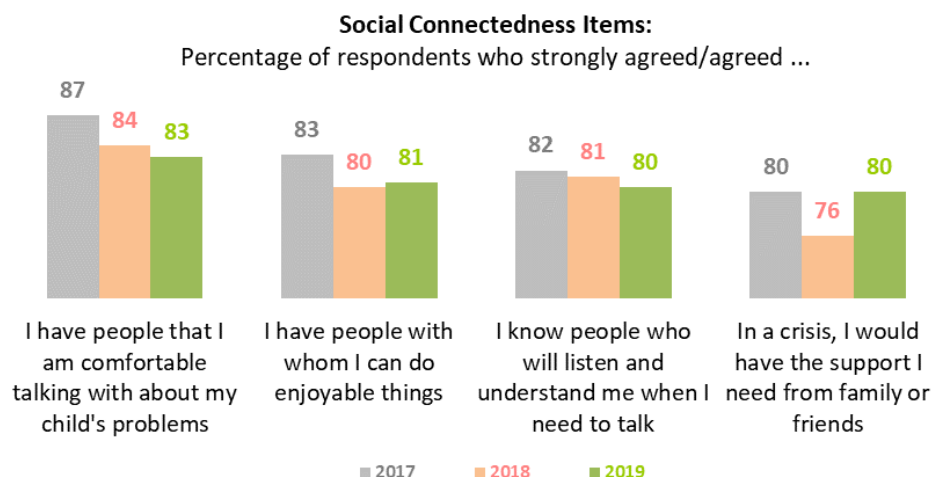


Social Connectedness

Overall, 78% of family members were satisfied with Social Connectedness. Respondents were asked to think about the past 12 months and to report on the extent to which they agreed or disagreed with four MHSIP items. In 2019, 83% of family members had someone whom they were comfortable talking to about their child's problem and 81% indicated that they had people with whom to do enjoyable things. Also, 80% know people who will listen and understand them when they need to talk and 80% agreed that



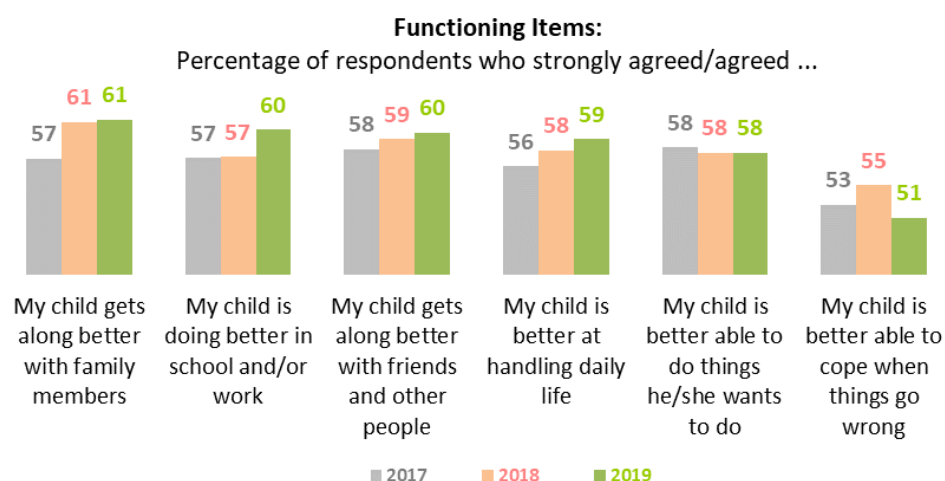
they would have the support they need from family or friends during a crisis. There were no statistically significant differences in item scores across the years.



Functioning

About half (56%) of family members overall were satisfied with their child's Functioning, which is one of the lower-scoring domains. Respondents were asked to consider how the services received from their CMHC affected their child's functioning by indicating the extent to which they agreed or disagreed with six MHSIP items. In 2019, between 58% and 61% agreed that their child is doing better in school/work, better able to do things they want to, better able to handle daily life, and is getting along better with friends and family members.

Only 51% agreed their child is better able to cope when things go wrong. There were no statistically significant differences in item scores across the years.

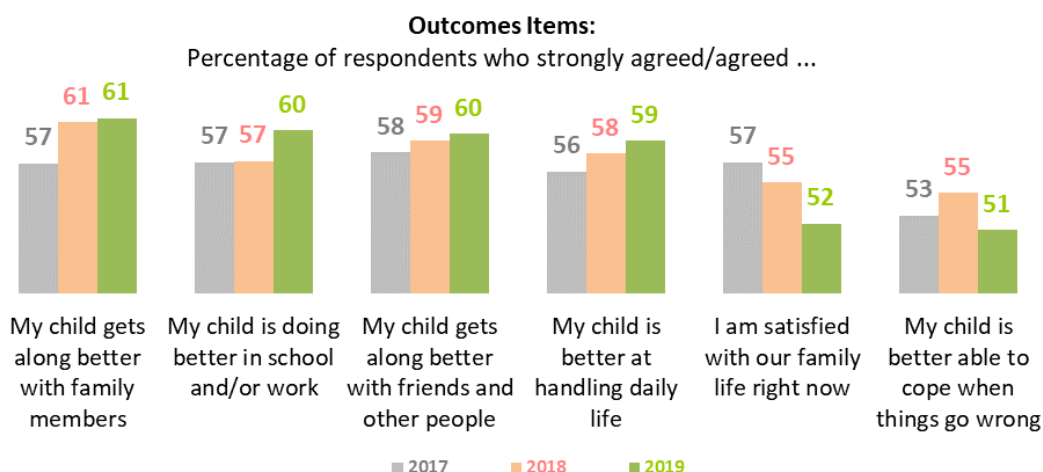


Treatment Outcomes

About half (54%) of family members overall were satisfied with Treatment Outcomes, which is one of the lower-scoring domains. Respondents were asked to consider how the services received from their CMHC affected their child's outcome by indicating the extent to which they agreed or disagreed with six MHSIP items. Five items are also a part of the functioning domain and the sixth item measures the respondent's

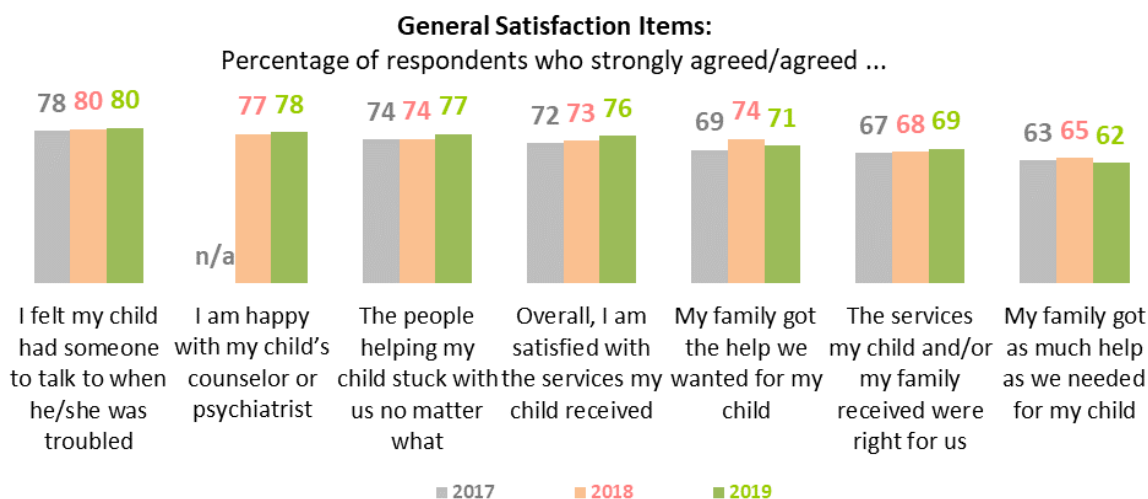


satisfaction with family life. Again, between 51% and 61% responded positively about outcomes. Fifty-two percent of family members were satisfied with their family life. There were no statistically significant differences in item scores across the years.



General Satisfaction

The General Satisfaction domain consisted of six MHSIP items that assessed a range of issues. In 2018 and 2019, one non-MHSIP item was added by the state – ‘I am happy with my child’s counselor or psychiatrist’. Overall, 70% of family members were generally satisfied when thinking about the past 12 months. In 2019, 80% agreed that their child had someone to talk to when they are troubled, 78% were happy with their child’s counselor or psychiatrist, 77% indicated that people helping their child stuck with them no matter what and 76% were satisfied with the services. About 71% indicated that their family got the help they wanted for their child. Smaller percentages agreed that services received were right for them (69%) and that the family got as much help as they needed (62%). There were no statistically significant differences in item scores across the years.



For a summary table of these item-specific results across each year (2017, 2018, and 2019), see **Appendix B4**.



2019 NH Statewide Family Member Consumer Survey – Behavioral Outcomes

Family members were asked about their child's attendance in school and any arrests and encounters with police. Those with children age 14 or older were also asked to report on whether the family and CMHC staff have started planning for the child's transition to adulthood. See **Appendix B5** for a summary table of behavioral outcomes.



Among 97% of children age 6 or older who attended school in the past 12 months:

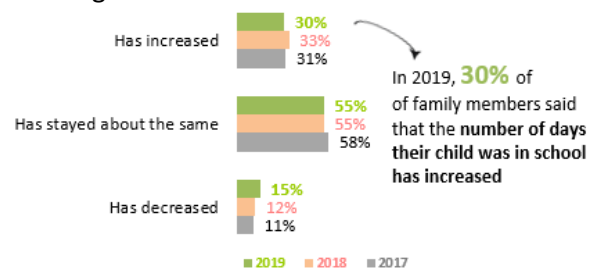
- **18%** were expelled/suspended in the past 12 months
- **14%** were expelled/suspended in the 12 months prior to that
 - Among these, 24% had no expulsions or suspensions in the past 12 months.
- **21%** expelled/suspended in either of the past 2 years



Among children age 14 or older:

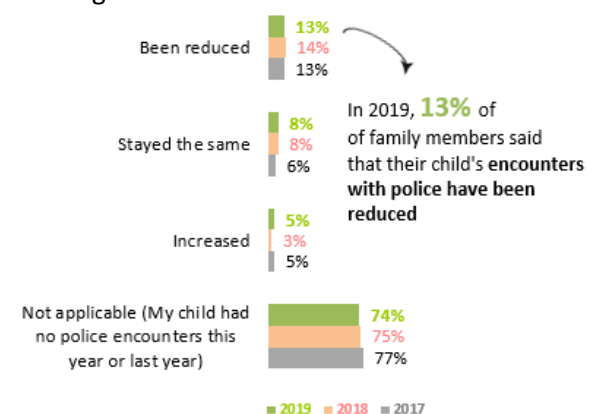
- **3%** were arrested in the past 12 months
- **3%** were arrested in the 12 months prior to that
- **6%** were arrested in either of the past 2 years

Family members reported on whether their child's **attendance in school** has changed since starting to receive mental health services:



There were no statistically significant differences across years.

Family members reported on how their child's **encounters with police** have changed since starting to receive mental health services.



Statistical significance testing was not conducted due to small numbers (<5) in some categories

Transition Planning to Adulthood

38% of family members whose child was age 14 or older indicated that the "Family & CMHC staff have started planning for their child's transition to adulthood" which is significantly lower than 2018 (54%).



2019 NH Statewide Family Member Consumer Survey – Open-ended Comments

Respondents were also given the opportunity to write in additional comments on the survey and to provide feedback about their experiences with CMHC services that were not otherwise captured by the survey questions. The following illustrations include quotes from the open-ended responses that highlight the key findings and represent the major themes.

Fifty-five percent of respondents (261 people) provided comments to the question “**What services have been most helpful in your child’s treatment?**” and identified a wide range of services that were most helpful. The major themes were:

- Counseling
- Staff and services in general (e.g., helpful, understanding, etc.)
- Therapy
- Access and/or availability (e.g., flexible schedules, in-school services, etc.)
- Medication (e.g., correct medication, correct medication dosages, etc.)
- Consistency (e.g., services accessed on a weekly basis, etc.)

WHAT SERVICES HAVE BEEN MOST HELPFUL IN YOUR CHILD’S TREATMENT? (Number Responding=261)

COUNSELING (31.4%)



- Counseling helped him talk out loud about his feelings.
- She enjoys time spent with her community counselor, I think it helps her to re-group and work on strategies.

STAFF/SERVICES: GENERAL (29.5%)



- Talking through issues.
- Someplace he could go and talk that was not a parent or teacher. “Safe place” to talk without feeling like he would get in trouble.

THERAPY (26.4%)



- We had a great therapist. She was able to communicate with me and was able to communicate with my child.
- Including the parents in therapy was helpful. I became aware of how my responses were not helping to calm my daughter down.

MEDICATION (10.7%)



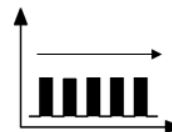
- I was initially against medication however it really has made a positive change. My son is much less disruptive in school which benefits everyone.

ACCESS/AVAILABILITY (10.7%)



- Having the counselor right in the school building helps make scheduling easier.
- When I needed to talk they were there.

CONSISTENCY (10.7%)



- Consistency. He had the same counselor for several years.
- Seeing his health provider every week



Twenty-seven percent of respondents (129 people) provided comments to the question “**What services have been the least helpful in your child’s treatment?**” and pointed out inefficiencies and deficiencies in the services their child received. The most prevalent grievances were:

- Staff and services in general (e.g., unhelpful, case management, therapy, etc.)
- Access/availability of services (i.e., time waited to see providers, scheduling options, etc.)
- Therapy
- Consistency (e.g., staff and service shortages, staff turnover, etc.)
- Substandard care (i.e., ineffective, inappropriate given condition, etc.)

WHAT SERVICES HAVE BEEN THE LEAST HELPFUL IN YOUR CHILD’S TREATMENT? (Number Responding=129)

**STAFF/SERVICES: GENERAL
(30.2%)**



- Same old/ same old for years has not helped. I feel like they don't have much to offer. It's a tough situation.
- Not talking about issue or ignoring issue.

ACCESS/AVAILABILITY (25.6%)



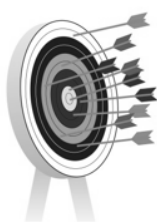
- The access in the beginning and just getting in the door.
- Meetings with her therapist - My daughter responds to her well overall, but we don't see her frequently enough to see major changes.

THERAPY (22.5%)



- She lost all of her trust recently with her therapist. It brought my daughter back two years and is making her start her recovery all over again.
- The two previous therapists were not helpful.

CONSISTENCY (17.8%)



- Two out of three counselors my son has seen have left the practice within months of him getting to know them.
- Not having a constant counselor has affected him opening up to any of them.

INADEQUATE CARE (17.8%)

- Psychiatrist. My child feels, and I can understand why, like he is not listened to.
- One man was very dismissive and the meeting with him was counterproductive.



Thirty-six percent of respondents (171 people) provided comments to the question “**What changes would improve the services your child receives?**” and proposed a variety of solutions. The most common suggestions were the following:

- Increase access to and availability of services and providers
- Improve the providers and services
- No improvements are necessary, staff and services are satisfactory
- Improve the consistency of staff and services
- Improve communication with clients and between providers

WHAT CHANGES WOULD IMPROVE THE SERVICES YOUR CHILD RECEIVES? (Number Responding=171)

ACCESS/AVAILABILITY (46.8%)



- Faster access to care - intake was August and her first session wasn't until October! The State has very poor access to care for children.
- Later appointment times. I'm a single parent who can't keep taking time off of work.

ADEQUATE CARE (20.5%)



- Having therapists that take the time to get to know the children rather than treating them a like a figure or a statistic.
- Being more in depth at therapy sessions. Finding/digging to the root of his emotional problems.

NONE (14.0%)



- Really don't see any, they have been excellent. Could not ask for any better help.
- I have been so satisfied with the services she has received. She has grown by leaps and bounds.

CONSISTENCY (12.9%)



- Too many changes in social workers they come and go just as my child would get used to them there was someone new.
- The only complaint I have is the therapists don't stay long and it would be more helpful if they were there a bit longer.

COMMUNICATION (12.3%)

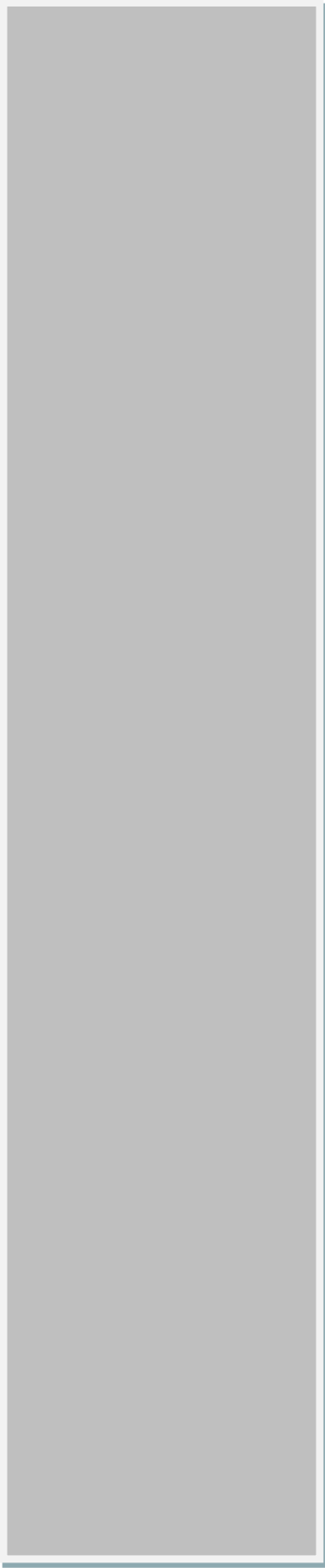


- Knowing what's going on in his sessions so we can follow through at home to continue working on what techniques were taught.
- More communication with everyone all around, the doctors and the parents, listening to us and making a plan with us.

Below is a summary table showing the number and percentage of family members who provided feedback related to aspects of services they found most helpful and least helpful in their child's treatment as well suggestions for improving services, organized by theme:

What services have been the <u>most</u> helpful in your child's treatment? (Number Responding=261)		
	N	%
COUNSELING	82	31.4
STAFF/SERVICES: GENERAL	77	29.5
THERAPY	69	26.4
ACCESS/AVAILABILITY	28	10.7
CONSISTENCY	28	10.7
MEDICATION	28	10.7
What services have been the <u>least</u> helpful in your child's treatment? (Number Responding=129)		
STAFF/SERVICES: GENERAL	39	30.2
ACCESS/AVAILABILITY	33	25.6
THERAPY	29	22.5
CONSISTENCY	23	17.8
INADEQUATE CARE	23	17.8
What changes would improve the services your child receives? (Number Responding=171)		
ACCESS/AVAILABILITY	80	46.8
ADEQUATE CARE	35	20.5
NONE	24	14.0
CONSISTENCY	22	12.9
COMMUNICATION	21	12.3





Part 3: New Hampshire Statewide

Comparison of 2019 Domain Scores by Client Characteristics



Part 3: New Hampshire Statewide - Comparison of 2019 Domain Scores by Client Characteristics

2019 NH Statewide Adult and Family Member Consumer Survey Sub-Analyses

While statewide domain scores provide a general indication of clients' overall satisfaction with services received in the past 12 months and clients' perception of the impact of services on outcomes and functioning, NH DHHS was interested in examining whether results are similar among different groups of consumers, specifically client sex, age group, length of time in care, and self-reported employment status (for adult survey only).

Client groups with any significant differences or disparities may be selected for review as potential targets of quality improvement interventions.

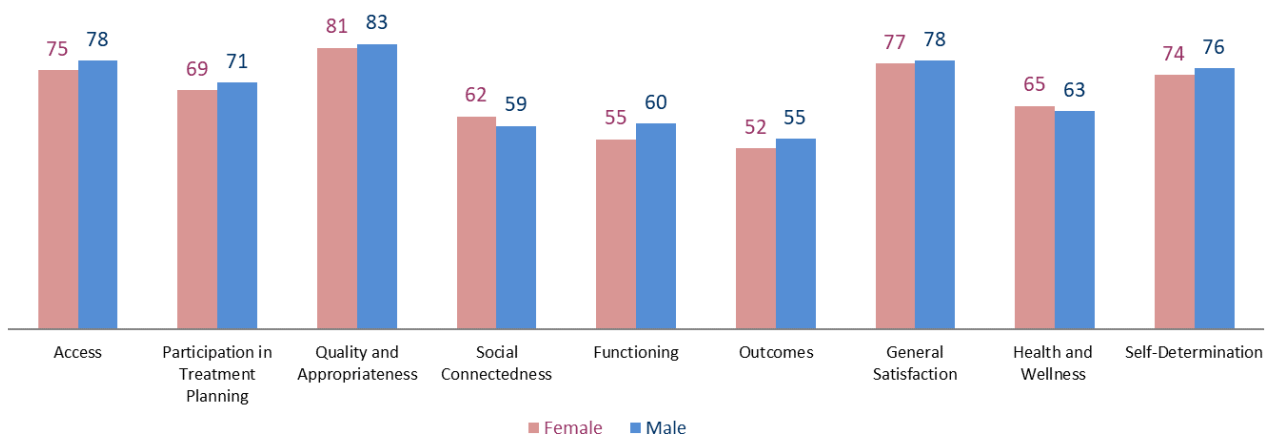
Adult Consumer Survey Results – Domain Scores Sub-analyses

Comparisons of domains scores by client sex and age are presented below. See also **Appendix A6** for a summary table of these results.

Domain scores by sex:

- Of the 780 respondents, 61% were female and 39% were male.
- Overall, there were no statistically significant differences in domain scores by sex – males and females had similar levels of satisfaction across all domains.

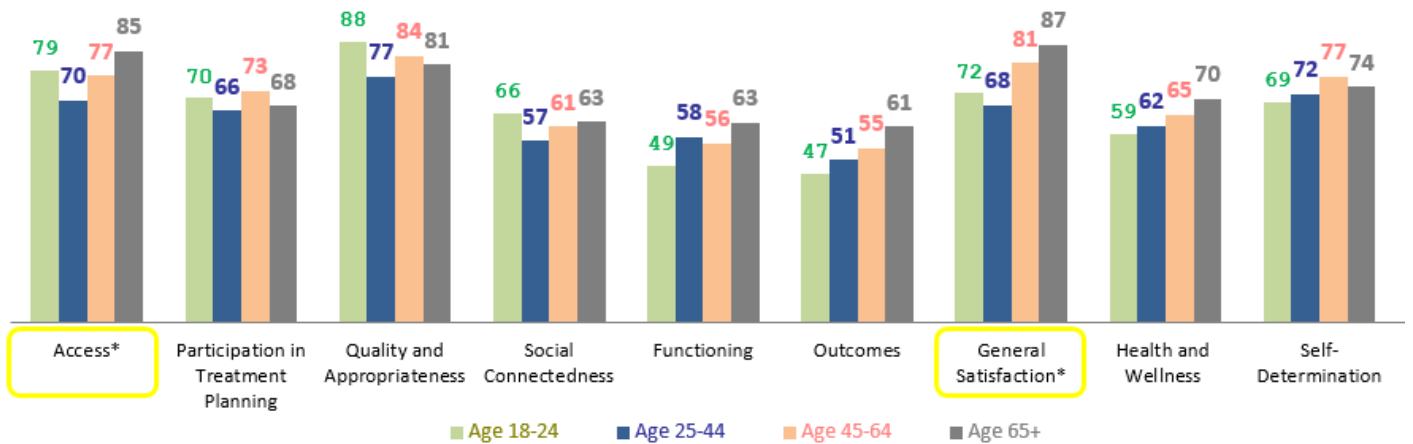
There were no significant differences in the 2019 domain scores between males and females.



Domain scores by age group:

- Half (50%) of the respondents were age 45-64, 29% were age 25-44, 12% were age 65+ and 9% under age 25.
- There were statistically significant differences in two of the nine domains by age group.
- Respondents who were age 25-44 had the lowest scores in the access (70%) and general satisfaction (68%) domains compared to all other age groups.

There were significant differences in the access and general satisfaction domain scores across the age groups.

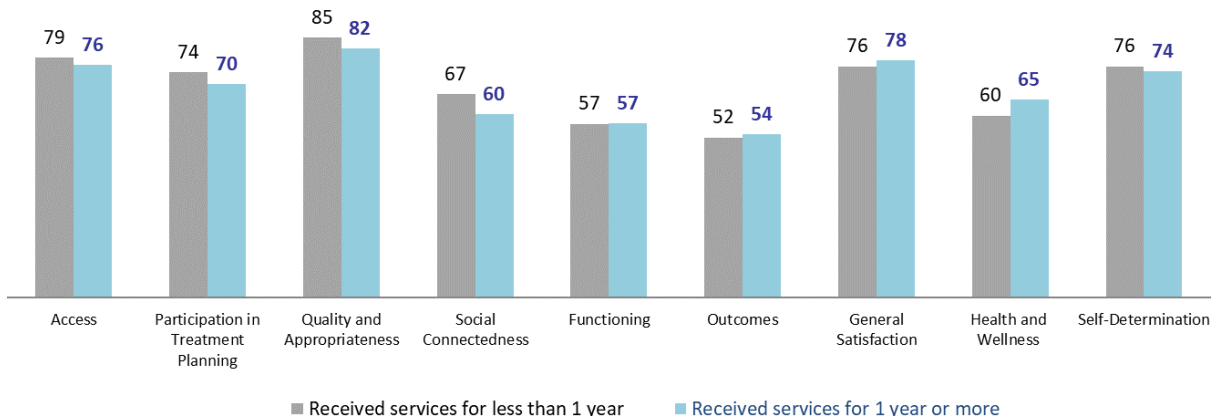


*p<.0.05 = statistically significant difference in scores between groups

Domain scores by length of time in care:

- About 91% of respondents have received services from the CMHC for 1 year or more.
- Overall, there were no statistically significant differences in domain scores by length of time receiving services – those who have received services for less than one year had similar levels of satisfaction across all domains compared to those who were in care for one year or more.

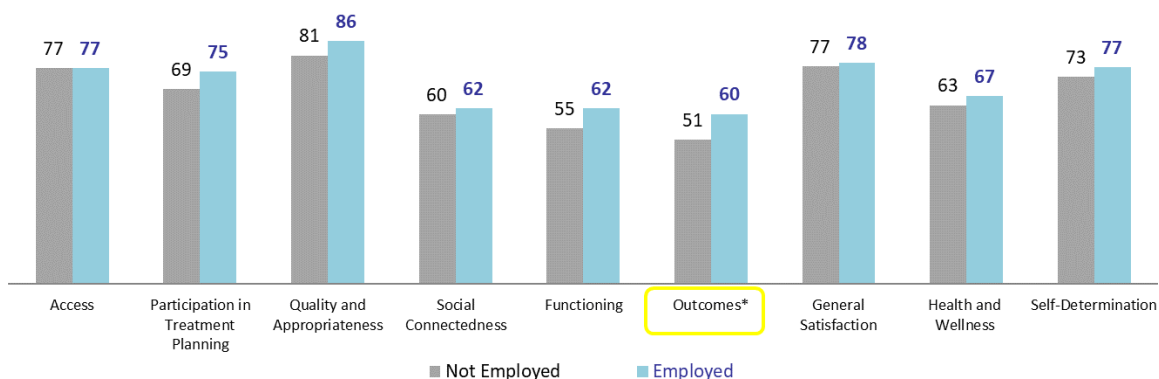
There were no significant differences in the 2019 domain scores by length of time receiving services.



Domain scores by employment status:

- About 26% of respondents indicated they were working either full- or part-time.
- Clients who were currently employed had higher or the same scores as those unemployed in all domains – one of which were statistically significant – outcomes.
- One possible explanation is that receiving mental health services led to improved outcomes and employment; another is that being employed led to being more satisfied with outcomes, or those employed have less acute symptoms leading to higher satisfaction. Readers should interpret these results with caution since causality cannot be inferred.

Respondents who reported being employed had significantly higher scores in the outcomes domains.



*p<0.05 = statistically significant difference in scores between groups

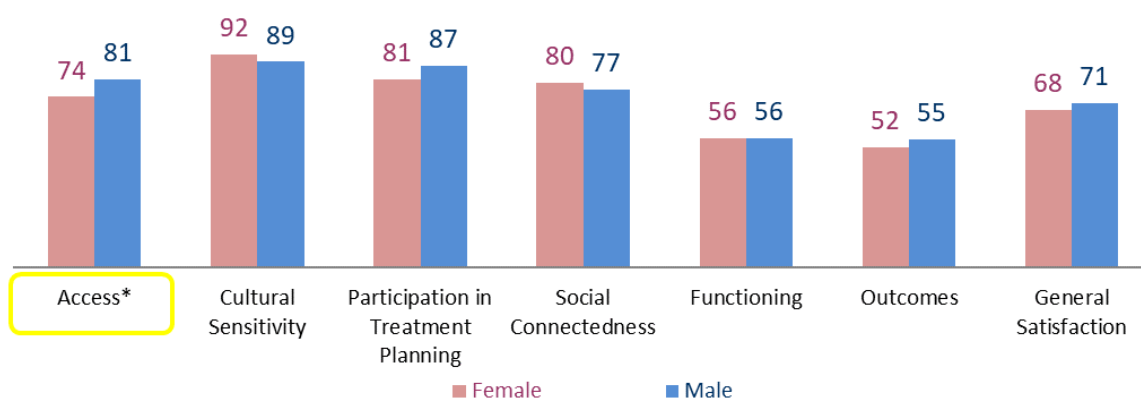
Family Member Consumer Survey Results – Domain Scores Sub-analyses

Comparisons of domains scores by sex and age are presented below. See also **Appendix B6** for a summary table of these results.

Domain scores by sex:

- Of the 474 family members who responded, 56% had a male child and 44% had a female child who received mental health services.
- Family members of male children receiving services had significantly higher (81%) access domain scores than family members of female children (74%).

Family members of male children receiving services had higher levels of satisfaction with access compared to respondents of female children or youth receiving services.

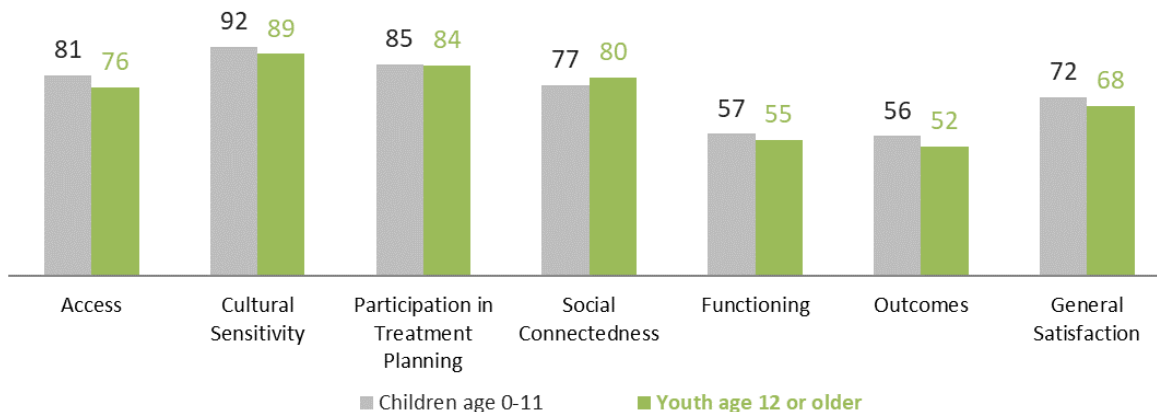


*p<.0.05 = statistically significant difference in scores between groups

Domain scores by age group:

- About 46% of the children and youth whose family member responded to the survey were under 12 years old and 54% were age 12 or older.
- Overall, there were no statistically significant differences in domain scores by age group.

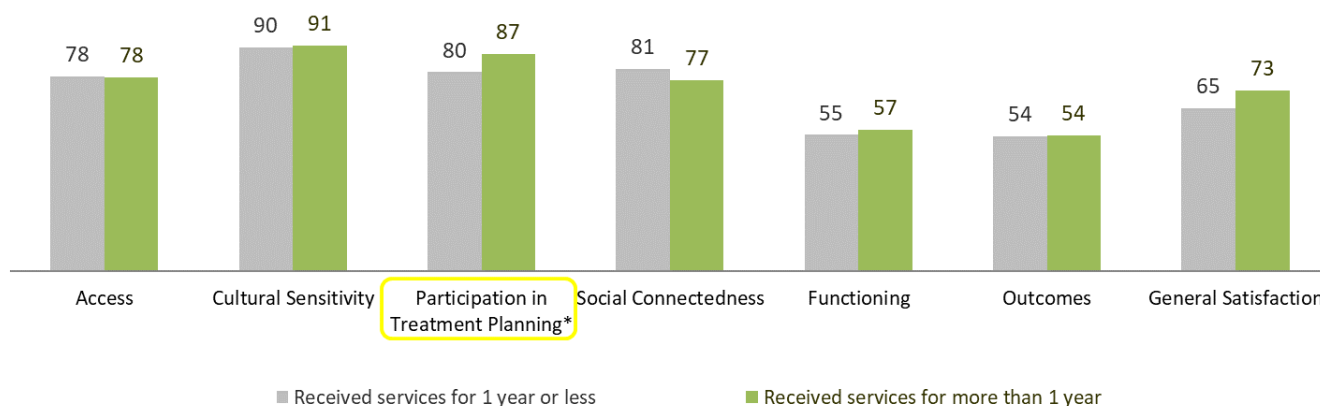
There were no significant differences in domain scores between family members with a child under 12 or youth 12 and older who received services.




Domain scores by length of time in care:

- About 65% of children and youth have received services from the CMHC for more than 1 year.
- Family members of children and youth who received services for more than 1 year had significantly higher satisfaction with participation in treatment planning compared to those whose child has received services for 1 year or less. Specifically, 87% of continuing clients' family members were satisfied with participation in treatment planning compared to 80% of new clients.

Family members whose child has received services for more than 1 year had a significantly higher participation in treatment planning domain score, compared to those who had received services for less than 1 year.



*p<.05 = statistically significant difference in scores between groups



Part 4: Individual Community Mental Health Center Reports

Summary of Adult and Family Member Consumer Surveys



Northern Human Services

Summary of Adult and Family Member Consumer Surveys



Northern Human Services: 2017-2019 Adult Consumer Survey Results

Demographics

A total of 205 adult consumers from Northern Human Services responded to the client satisfaction survey in the last three years (2017-2019). Of these, 45% were male, 94% were White, and 2% were Hispanic/Latino. The average age was 49.5 years. About 90% were still receiving services at the time of the survey and 87% have received services for a year or more. The table below compares the characteristics of NHS respondents to the state.

Adult Consumer Survey Respondent Characteristics	Northern Human Services 2017-19 N=205		NH Statewide 2017-19 N=2,359	
	n	%	n	%
Gender				
Female	112	55	1437	61
Male	93	45	922	39
Age group				
Age 18-24	16	8	194	8
Age 25-44	59	29	710	30
Age 45-64	105	51	1195	51
Age 65+	25	12	255	11
Average age (SD, range)	49.5 (sd=15.2, range:18.4-79.7)		47.9 (sd=14.7, range:18-94)	
Race category				
American Indian/Alaska Native	14	7	132	6
Asian	1	1	22	1
Black or African American	2	1	54	2
Native Hawaiian/Pacific Islander	1	1	10	0
White (Caucasian)* (+)	190	94	2064	88
Other race	5	2	90	4
Ethnicity: Hispanic/Latino/Spanish*				
Yes-Hispanic/Latino	3	2	111	5
No-Not Hispanic/Latino	178	98	1998	95
Are you currently (still) getting mental health services from CMHC providers? (%yes)	175	90	2050	90
How long have you received mental health services from your community mental health providers?				
Less than a year (less than 12 months)	27	13	237	10
1 year or more (at least 12 months)	174	87	2044	90

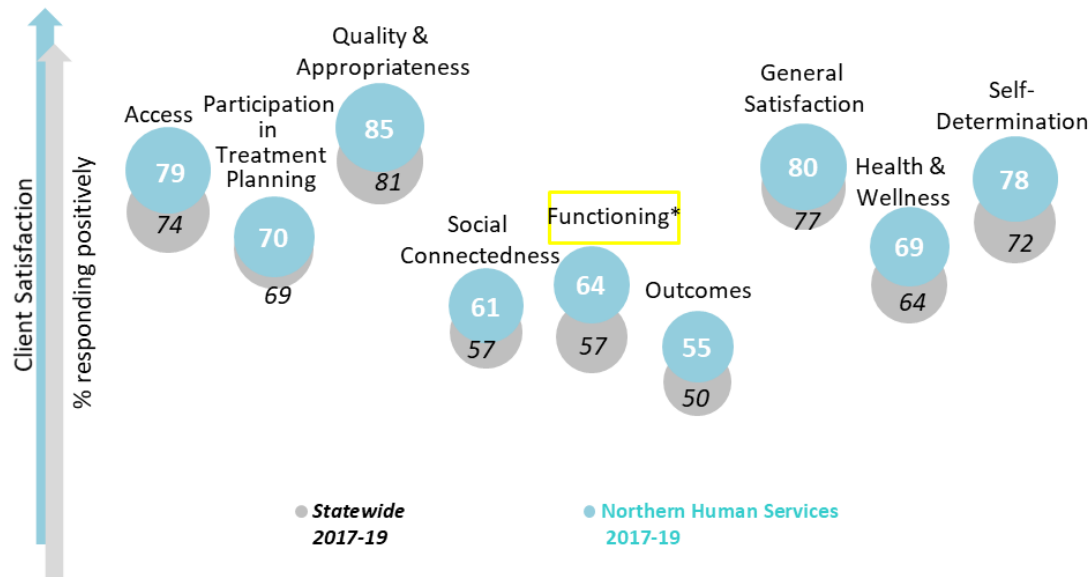
Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino.

Note: *p<0.05 statistically significant difference: (+) Center % higher than statewide, (-) Center % lower than statewide



Satisfaction with NHS Services: Domain Scores with Comparisons to Statewide

Compared to the state overall, NHS had higher client satisfaction scores across all of the nine domains. However only the functioning domain (64%) was statistically significantly higher when compared to statewide (57%).



Note: * $p < 0.05$ statistically significant difference between center and statewide.

The table below provides additional details on the total number of respondents included in each domain for NHS and statewide, the percent responding positively, and the difference in scores.

Satisfaction Domains	Northern Human Services 2017-19		Statewide 2017-19		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	203	79	2321	74	5.7
Participation in Treatment Planning	191	70	2183	69	1.7
Quality and Appropriateness	195	85	2258	81	4.5
Social Connectedness	201	61	2276	57	3.6
Functioning*	198	64	2268	57	7.1
Outcomes	196	55	2193	50	4.8
General Satisfaction	203	80	2304	77	2.8
Health and Wellness (state added)	193	69	2178	64	5.3
Self-Determination (state added)	201	78	2300	72	5.9

Note: * $p < 0.05$ = statistically significant difference in scores between the center and statewide. A positive difference (in green) indicates the center scored significantly higher than statewide.



Satisfaction with Northern Human Services – Item-specific Scores by Domain

The table below shows the item-specific data for Northern Human Services across the last three years (2017-2019) combined with comparison to three-year combined statewide data. There were no statistically significant differences in item-specific scores between the center and statewide. The item added in 2018 is noted as such.

Adult Survey Items Results Summary		Northern Human Services 2017-19		Statewide 2017-19	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us	196	84.7	2284	81.6
	Staff were willing to see me as often as I felt it was necessary	202	85.1	2308	80.2
	Staff returned my call in 24 hours ^{*(+)}	195	80	2231	72.5
	Services were available at times that were good for me	202	85.2	2316	82.2
	I was able to get all the services I thought I needed ^{*(+)}	202	79.7	2312	73.5
	I was able to see a psychiatrist when I wanted to	184	71.2	2184	66.8
Participation in Treatment Planning	I felt comfortable asking questions about my treatment and medication	202	88.6	2301	84.9
	My beliefs were respected in my treatment and treatment plan	199	87.9	2278	83.3
	Staff saw me as an equal partner in my treatment plan	203	82.8	2295	79.6
	Staff were respectful of my sexual orientation, gender expression, and gender identity	167	91	1952	90
	Staff respected me as a whole person ^{*(+)}	200	91.5	2283	86.7
	My right to refuse treatment was respected	150	76.7	1790	74.6
	I, not staff, decided my treatment goals	192	63.6	2213	64.2
Quality and Appropriateness	Staff here believed that I could grow, change, and recover ^{*(+)}	188	87.8	2242	81.0
	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	180	75.5	2107	73.0
	I felt free to complain	191	81.1	2219	77.8
	I was given information about how to file a complaint	163	53.3	1900	53.7
	I was given information about my rights	194	83.5	2238	80.9
	Staff encouraged me to take responsibility for how I live my life	187	84.5	2216	80.3
	Staff told me what side effects to watch out for	179	71	2151	69.7
	Staff respected my wishes about who is and who is not to be given information about my treatment	199	86.9	2221	86.9
	Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)	171	88.9	1944	84.7
	Staff helped me obtain the information I needed so that I could take charge of managing my illness ^{*(+)}	192	81.8	2231	74.5
Social Connectedness	In a crisis, I have the support I need from family or friends	202	70.8	2281	70.6
	I am happy with the friendships I have	198	67.2	2242	65.9
	I have people with whom I can do enjoyable things	200	73.5	2266	67.8
	I feel I belong to my community	197	49.7	2245	45.9
	I know people who listen and understand me when I need to talk	202	74.2	2285	70.5
	When I need help right away, I know people I can call on ^{*(+)}	203	79.8	2291	73.3
Functioning	My symptoms are not bothering me as much	200	54.5	2271	51.1
	I do things that are more meaningful to me ^{*(+)}	200	71	2268	62.7



	I am better able to take care of my needs	199	69.3	2268	64.5
	I am better able to do things that I want to do ^{*(+)}	201	66.2	2277	59.1
	I am better able to manage my money and pay my bills	187	61.5	2121	59.3
	I feel hopeful about my future ^{*(+)}	201	63.7	2269	56.3
	I am better able to handle things when they go wrong	197	55.4	2264	54.2
Outcomes	My symptoms are not bothering me as much	200	54.5	2271	51.1
	I deal more effectively with daily problems ^{*(+)}	200	70.5	2266	64.0
	I am better able to control my life ^{*(+)}	199	67.3	2254	60.0
	I am better able to deal with crisis	200	59.5	2241	56.5
	I am getting along better with my family	191	63.3	2160	60.0
	I do better in social situations	198	47.5	2232	47.5
	I do better in school and/or work	117	53	1305	47
	My housing situation has improved	174	55.8	1972	53.0
General Satisfaction	I like the services that I have received	203	83.7	2303	78.8
	If I had other choices, I would still get services from this agency ^{*(+)}	201	82.6	2281	75.0
	I would recommend this agency to a friend or family member	198	79.7	2271	77.2
	I am happy with my counselor or psychiatrist (new2018)	127	83.5	1519	80.7
Self-Determination	I am able to stand up for myself to get what I need	201	72.6	2279	68.2
	I am free to choose the kinds of goals I want to pursue ^{*(+)}	201	87.5	2281	80.3
	I decide how involved I want to be in my treatment	199	85.9	2281	82.1
	I have people in my life who accept me for me	203	80.3	2296	78.9
	I have people in my life who respect my values and choices	203	74.9	2304	74.6
	I have a say in what happens to me when I am in crisis	199	71.9	2237	69.5
Health and Wellness	I was able to meet with a primary care medical provider to discuss my physical well-being	196	86.7	2187	84.7
	I have stopped smoking or am working toward stopping	118	54.3	1351	54.0
	I have been eating a more healthy diet	192	55.8	2189	57.6
	I have been more physically active	195	58	2223	53
	My medications have been helpful to me	195	74.9	2218	74.9
	I was (not) prescribed too many medications	173	71.1	2036	65.2

Note: The total number Ns or denominators are smaller for the item that was added in 2018.

Note: *p<0.05 statistically significant difference: ⁽⁺⁾ Center % higher than statewide, ⁽⁻⁾ Center % lower than statewide.



Northern Human Services – Behavioral Outcomes

About 67% of NHS respondents reported being unemployed at the time of the survey, which is significantly lower than statewide (75%). Four percent of respondents reported being arrested in the last 12 months, and 8% reported that their encounters with the police have been reduced. A significantly larger proportion of NHS respondents reported participating in community organizations and peer support center compared to statewide. Six percent reported that they are attending either full- or part-time school. About 39% of NHS respondents reported they are current smokers, 2% used e-cigarettes (versus 15% statewide) and 59% of current smokers were thinking of quitting within the next 6 months. The table below compares the behavioral outcome results of NHS respondents to the state.

Adult Consumer Survey Respondent Behavioral Outcomes	Northern Human Services 2017-19 N=205		NH Statewide 2017-19 N=2,359	
	n	%	n	%
Are you currently employed?*				
No ⁽⁻⁾	134	67	1679	75
Yes - full-time ⁽⁺⁾	14	7	127	6
Yes - part-time ⁽⁺⁾	53	26	418	19
Arrests & police encounters				
Were you arrested in the last 12 months? (% yes)	9	4	114	5
Were you arrested during the 12 months prior to that? (%yes)	16	8	158	7
Arrested at all in the past 2 years? (%yes)	20	10	233	10
Over the last 12 months, have your encounters with the police...				
Been reduced	17	8	187	8
Stayed the same	10	5	124	5
Increased	4	2	69	3
Not applicable	171	85	1894	83
Participation in community or social activities				
Spiritual/Religious	91	46	921	41
Community organizations/gym*	39	20	582	26
Peer support center*	41	21	356	16
Recovery support center for substance misuse	14	7	198	9
Volunteer work	45	23	423	19
Self-help groups (e.g., AA, overeaters anonymous, gamblers anonymous)	21	11	251	11
Other social activities	53	29	489	23
Attending school				
No school	185	94	2068	92
School Full-time	2	1	65	3
School Part-time	10	5	106	5
Smoking status (new 2016)				
What is your current smoking status (cigarettes, cigars, pipes)?				
Current smoker	78	39	887	39
Former smoker (smoked in the past but now quit)	55	27	640	28
Never smoked	67	34	750	33
Have you used an e-cigarette or other electronic vaping product in the past 30 days? (new 2019)*				
No ⁽⁻⁾	51	98	561	85
Yes ⁽⁻⁾	1	2	101	15
If you are a current smoker or have used e-cigarettes in the past 30 days, are you thinking of quitting smoking within the next six months? (%yes)	45	59	500	59

Note: *p<0.05 statistically significant difference: ⁽⁺⁾ Center % higher than statewide, ⁽⁻⁾ Center % lower than statewide.



Northern Human Services Family Survey– Demographics

A total of 115 family members of children and youth clients who received services from Northern Human Services responded to the client satisfaction survey in the last three years (2017-2019). Of the children whose family member responded, 50% were male, 96% were White, and 5% were Hispanic/Latino. NHS served a larger percent of children under age six (9%) compared to statewide (4%). The average age was 11 years. About 64% have received services for more than 1 year. The table below compares the characteristics of NHS youth clients to the state.

Characteristics of Children & Youth Clients	Northern Human Services 2017-19 N=115		NH Statewide 2017-19 N=1,385	
	n	%	n	%
Gender				
Female	57	50	634	46
Male	58	50	751	54
Age group*				
age 0-5 ⁽⁺⁾	10	9	49	4
age 6-11 ⁽⁼⁾	48	42	580	42
age 12 or older ⁽⁻⁾	57	50	756	55
Average age (SD, range)	11.1 (sd=3.8, range=4-18)		11.9 (sd=3.6, range=2-18)	
Race category				
American Indian/Alaska Native	1	1	29	2
Asian	1	1	16	1
Black or African American	5	5	64	5
Native Hawaiian/Pacific Islander	0	0	5	0
White (Caucasian)	110	96	1254	91
Other race ⁽⁻⁾	0	0	45	3
Either of child's parent is Spanish/Hispanic/Latino				
Yes-Hispanic/Latino	5	5	102	8
No-Not Hispanic/Latino	104	95	1256	92
How long has your child received services from this Center?				
Less than 1 month	4	4	42	3
1-5 months	11	10	142	10
6 months-1 year	34	30	324	24
More than 1 year	64	57	855	63
Have you been informed of other family programs such as NAMI-NH, Easter Seals, Family Voices, Granite State Federation of Families, Safe Schools/Healthy Students, Project Aware, etc.?				
No	72	65	878	64
Yes	38	35	484	36

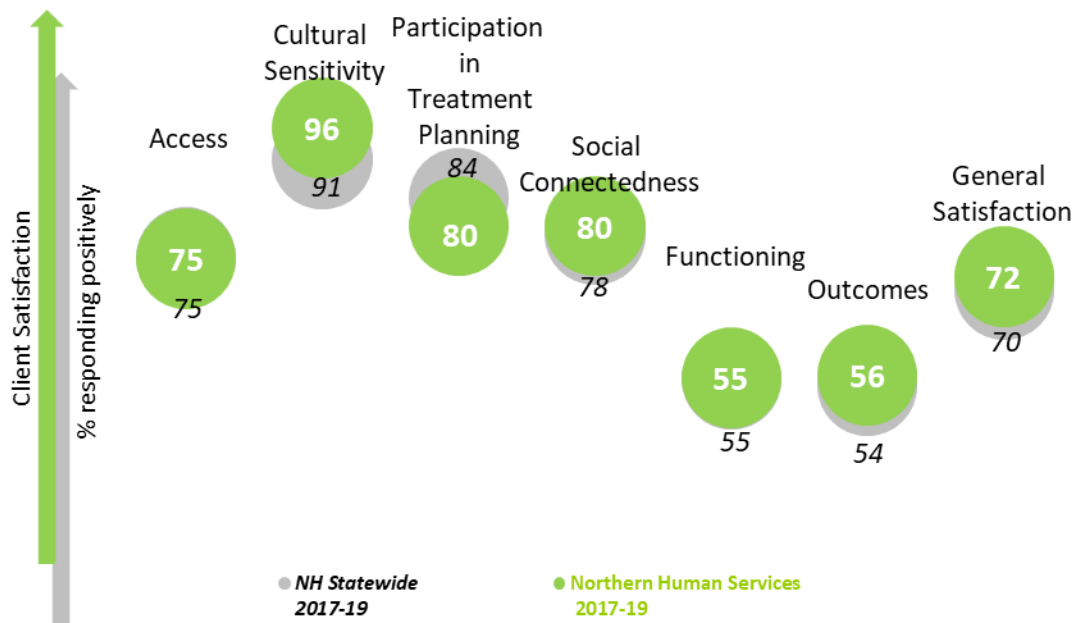
Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino.

Note: *p<0.05 statistically significant difference: ⁽⁺⁾ Center % higher than statewide, ⁽⁻⁾ Center % lower than statewide.



Satisfaction with NHS Services: Domain Scores with Comparisons to Statewide

Compared to the state overall, NHS had higher or similar client family member satisfaction scores across six of the seven domains. However, there were no statistically significant differences. About 75% of NHS client family members responded positively to treatment access, same as statewide. About 55% of NHS client family members responded positively to functioning, same as statewide. About 56% of NHS client family members responded positively to treatment outcomes, compared to 54% statewide.



Note: There were no statistically significant differences in scores between the center and statewide.

The table below provides additional details on the total number of family member respondents included in each domain for NHS and statewide, the percent responding positively, and the difference in scores.

Satisfaction Domains	Northern Human Services 2017-19		NH Statewide 2017-19		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	114	75	1368	75	-0.2
Cultural Sensitivity	90	96	1025	91	5.0
Participation in Treatment Planning	114	80	1366	84	-4.6
Social Connectedness	114	80	1354	78	1.4
Functioning	112	55	1352	55	0.3
Outcomes	113	56	1352	54	1.8
General Satisfaction	113	72	1367	70	2.2

Note: There were no statistically significant differences in scores between the center and statewide.



Satisfaction with Northern Human Services – Item-specific Scores by Domain

The table below shows the item-specific data for Northern Human Services across the last three years (2017-2019) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (*). The item added in 2018 is noted as such.

Family Member Survey Items Results Summary		Northern Human Services 2017-2019		Statewide 2017-2019	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us	115	87.8	1373	85.8
	Services were available at times that were convenient for us	114	78.0	1372	77.0
Cultural Sensitivity	Staff spoke with me in a way that I understood	115	95.7	1368	91.1
	Staff treated me with respect	115	94.0	1376	93.0
	Staff respected my family's religious/spiritual beliefs	87	85.1	982	87.3
	Staff were sensitive to my cultural/ethnic background	81	82.7	947	85.5
Participation in Treatment Planning	I helped to choose my child's services	114	78.0	1360	81.9
	I helped to choose my child's treatment goals	114	77.2	1362	81.8
	I participated in my child's treatment	113	81.4	1364	89.0
Social Connectedness	I have people that I am comfortable talking with about my child's problems	114	85.1	1357	84.6
	In a crisis, I would have the support I need from family or friends	114	79.0	1351	78.2
	I have people with whom I can do enjoyable things	114	81.5	1351	81.1
	I know people who will listen and understand me when I need to talk	114	78.9	1349	81.0
Functioning	My child is better at handling daily life	112	57.2	1345	57.8
	My child gets along better with family members	109	54.1	1323	59.2
	My child gets along better with friends and other people	108	59.3	1329	58.4
	My child is doing better in school and/or work	109	58.7	1326	58.1
	My child is better able to cope when things go wrong	113	48.7	1355	52.5
	My child is better able to do things he/she wants to do	110	59.1	1342	58.2
Outcomes	My child is better at handling daily life	112	57.2	1345	57.8
	My child gets along better with family members	109	54.1	1323	59.2
	My child gets along better with friends and other people	108	59.3	1329	58.4
	My child is doing better in school and/or work	109	58.7	1326	58.1
	My child is better able to cope when things go wrong	113	48.7	1355	52.5
	I am satisfied with our family life right now	112	59.0	1351	54.6
General Satisfaction	My family got the help we wanted for my child	115	71.3	1372	71.1
	My family got as much help as we needed for my child	114	66.7	1368	63.2
	I felt my child had someone to talk to when he/she was troubled	110	75.4	1339	79.3
	Overall, I am satisfied with the services my child received	113	75.2	1372	73.9
	The people helping my child stuck with us no matter what	112	81.3	1351	75.2
	The services my child and/or my family received were right for us	113	71.7	1362	68.1
	I am happy with my child's counselor or psychiatrist	66	77.3	877	77.2

Note: There were no statistically significant differences in scores between the center and statewide



Northern Human Services – Behavioral Outcomes

About 3% of NHS family member respondents reported that their child was arrested in the last 12 months, and 10% reported that their child's encounters with the police have been reduced. About 52% of respondents with children over age 14 reported that they and the CMHC staff had begun planning for the child's transition to adulthood. About 92% of NHS respondents reported that their child attended school in the last 12 months, significantly lower than 97% statewide; 12% reported that their child had been suspended or expelled in the last 12 months. NHS respondents reported significantly lower rates of suspension and expulsions compared to statewide. About 28% indicated that the number of days their child was in school has increased since starting to receive services, similar to the statewide. The table below compares the behavioral outcome results of NHS respondent children to the state. Overall, there were no statistically significant differences between the center and statewide.

Youth Client Behavioral Outcomes	Northern Human Services 2017-19 N=115		NH Statewide 2017-19 N=1,385	
	n	%	n	%
Arrests & police encounters (among those age 14 or older)				
Was your child arrested in the last 12 months? (% yes)	1	3	31	6
Was your child arrested during the 12 months prior to that? (%yes)	0	0	17	4
Was child arrested at all in the past 2 years? (%yes)	1	3	43	9
Over the last 12 months, have your child's encounters with the police...				
Been reduced	3	10	64	13
Stayed the same	0	0	35	7
Increased	1	3	21	4
Not applicable (My child had no police encounters this year or last year)	25	86	359	75
Transition Planning				
If your child is 14 years or older, has your family and CMHC staff started planning for your child's transition to adulthood? (%yes)	15	52	204	43
School attendance (among those 6 or older)				
Did your child attend school in the past 12 months? (%yes)* ⁽⁺⁾	94	92	1260	97
Was your child expelled or suspended during the past 12 months? (%yes)	11	12	218	18
Was your child expelled or suspended during the past 12 months prior to that? (%yes)* ⁽⁺⁾	5	5	170	14
Was child expelled or suspended at all in the past 2 years? (%yes)* ⁽⁺⁾	13	14	283	23
Since starting to receive services, the number of days my child was in school...				
Has increased	15	28	204	31
Has stayed about the same	34	63	378	57
Has decreased	5	9	83	13

Note: *p<0.05 statistically significant difference: ⁽⁺⁾ Center % higher than statewide, ⁽⁻⁾ Center % lower than statewide.



West Central Behavioral Health

Summary of Adult and Family Member Consumer Surveys



West Central Behavioral Health: 2017-2019 Adult Consumer Survey Results

Demographics

A total of 168 adult consumers from West Central Behavioral Health responded to the client satisfaction survey in the last three years (2017-2019). Of these, 35% were male, 94% were White, and 2% were Hispanic/Latino. The average age was 46.9 years. About 89% were still receiving services at the time of the survey and 90% have received services for a year or more. The table below compares the characteristics of West Central Behavioral Health respondents to the state.

Adult Consumer Survey Respondent Characteristics	West Central Behavioral Health 2017-19 N=168		NH Statewide 2017-19 N=2,359	
	n	%	n	%
Gender				
Female	110	65	1437	61
Male	58	35	922	39
Age group*				
Age 18-24	11	7	194	8
Age 25-44	48	29	710	30
Age 45-64	79	47	1195	51
Age 65+	30	18	255	11
Average age (SD, range)	46.9 (sd=14.3, range:18-94.0)		47.9 (sd=14.7, range:18-94)	
Race category				
American Indian/Alaska Native	11	7	132	6
Asian	0	0	22	1
Black or African American	1	1	54	2
Native Hawaiian/Pacific Islander	0	0	10	0
White (Caucasian)*	158	94	2064	88
Other race*	1	1	90	4
Ethnicity: Hispanic/Latino/Spanish				
Yes-Hispanic/Latino	3	2	111	5
No-Not Hispanic/Latino	147	98	1998	95
Are you currently (still) getting mental health services from CMHC providers? (%yes)	147	89	2050	90
How long have you received mental health services from your community mental health providers?				
Less than a year (less than 12 months)	16	10	237	10
1 year or more (at least 12 months)	150	90	2044	90

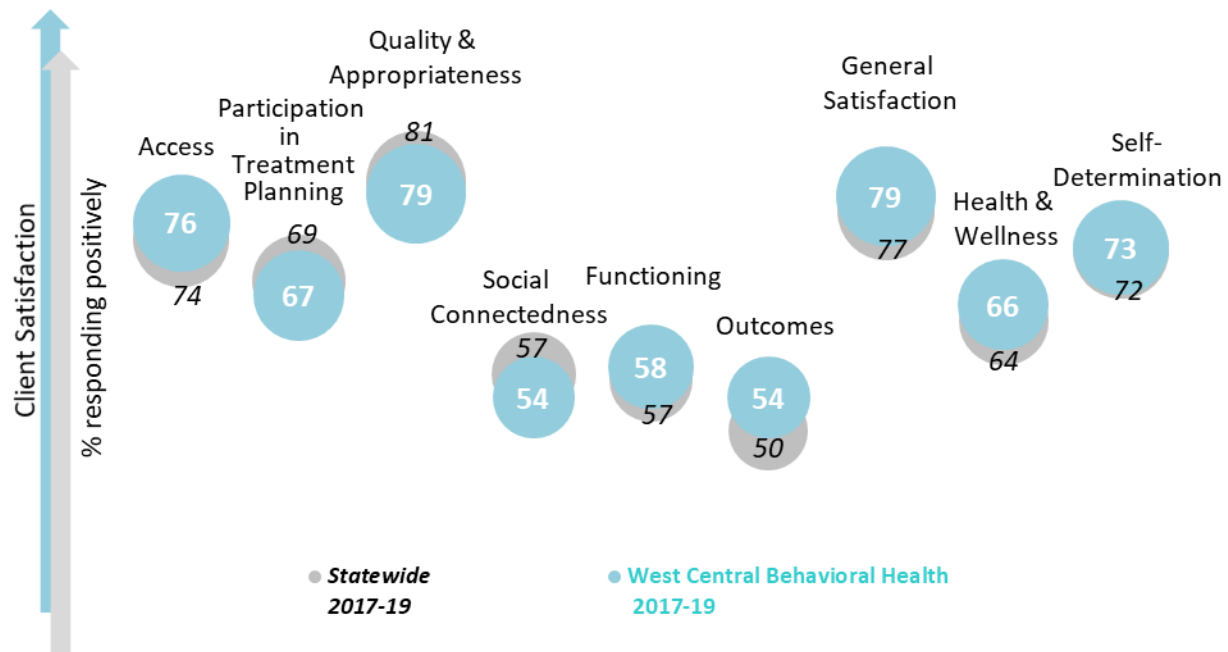
Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino.

Note: *p<0.05 statistically significant difference: (+) Center % higher than statewide, (-) Center % lower than statewide.



Satisfaction with West Central Behavioral Health: Domain Scores with Comparisons to Statewide

Compared to the state overall, West Central Behavioral Health had higher client satisfaction scores across six of the nine domains, though not statistically significantly different. About 58% of West Central Behavioral Health clients responded positively to functioning and 54% were positive about outcomes, similar to 57% and 50% statewide respectively.



Note: There were no statistically significant differences between the center and statewide

The table below provides additional details on the total number of respondents included in each domain for West Central Behavioral Health and statewide, the percent responding positively, and the difference in scores.

Satisfaction Domains	West Central Behavioral Health 2017-19		Statewide 2017-19		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	164	76	2321	74	2.0
Participation in Treatment Planning	159	67	2183	69	-1.8
Quality and Appropriateness	163	79	2258	81	-1.5
Social Connectedness	164	54	2276	57	-2.8
Functioning	160	58	2268	57	1.6
Outcomes	151	54	2193	50	4.0
General Satisfaction	165	79	2304	77	1.8
Health and Wellness (state added)	154	66	2178	64	2.0
Self-Determination (state added)	164	73	2300	72	0.4

Note: There were no statistically significant differences between the center and statewide



Satisfaction with West Central Behavioral Health – Item-specific Scores by Domain

The table below shows the item-specific data for West Central Behavioral Health across the last three years (2017-2019) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (*). The item added in 2018 is noted as such.

Adult Survey Items Results Summary		West Central Behavioral Health 2017-19		Statewide 2017-19	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us	160	78.2	2284	81.6
	Staff were willing to see me as often as I felt it was necessary	164	78.1	2308	80.2
	Staff returned my call in 24 hours	155	76.1	2231	72.5
	Services were available at times that were good for me	166	83.1	2316	82.2
	I was able to get all the services I thought I needed	164	69.5	2312	73.5
	I was able to see a psychiatrist when I wanted to	159	67.3	2184	66.8
Participation in Treatment Planning	I felt comfortable asking questions about my treatment and medication	165	83	2301	84.9
	My beliefs were respected in my treatment and treatment plan	163	80.4	2278	83.3
	Staff saw me as an equal partner in my treatment plan	162	81.5	2295	79.6
	Staff were respectful of my sexual orientation, gender expression, and gender identity	134	88.8	1952	90
	Staff respected me as a whole person	162	87.1	2283	86.7
	My right to refuse treatment was respected	130	70	1790	74.6
	I, not staff, decided my treatment goals	160	65	2213	64.2
Quality and Appropriateness	Staff here believed that I could grow, change, and recover	159	81.7	2242	81.0
	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)*(+)	156	80.2	2107	73.0
	I felt free to complain	158	75.3	2219	77.8
	I was given information about how to file a complaint	139	48.2	1900	53.7
	I was given information about my rights	158	81	2238	80.9
	Staff encouraged me to take responsibility for how I live my life	160	85	2216	80.3
	Staff told me what side effects to watch out for	154	69.5	2151	69.7
	Staff respected my wishes about who is and who is not to be given information about my treatment	158	86.7	2221	86.9
	Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)	138	85.5	1944	84.7
	Staff helped me obtain the information I needed so that I could take charge of managing my illness	162	75.3	2231	74.5
Social Connectedness	In a crisis, I have the support I need from family or friends	165	68.5	2281	70.6
	I am happy with the friendships I have	163	62	2242	65.9
	I have people with whom I can do enjoyable things	162	67.9	2266	67.8
	I feel I belong to my community	161	45.3	2245	45.9
	I know people who listen and understand me when I need to talk	164	72	2285	70.5



	When I need help right away, I know people I can call on	163	74.2	2291	73.3
Functioning	My symptoms are not bothering me as much	162	53.7	2271	51.1
	I do things that are more meaningful to me	162	66	2268	62.7
	I am better able to take care of my needs	159	69.1	2268	64.5
	I am better able to do things that I want to do	161	63.3	2277	59.1
	I am better able to manage my money and pay my bills	141	61	2121	59.3
	I feel hopeful about my future	157	58	2269	56.3
	I am better able to handle things when they go wrong	158	60.1	2264	54.2
Outcomes	My symptoms are not bothering me as much	162	53.7	2271	51.1
	I deal more effectively with daily problems ^{*(+)}	163	71.2	2266	64.0
	I am better able to control my life	157	65.6	2254	60.0
	I am better able to deal with crisis	157	62.4	2241	56.5
	I am getting along better with my family	154	63	2160	60.0
	I do better in social situations	154	48.7	2232	47.5
	I do better in school and/or work ^{*(+)}	88	57.9	1305	47
	My housing situation has improved	141	57.5	1972	53.0
General Satisfaction	I like the services that I have received	165	80.6	2303	78.8
	If I had other choices, I would still get services from this agency	163	77.3	2281	75.0
	I would recommend this agency to a friend or family member	164	80.5	2271	77.2
	I am happy with my counselor or psychiatrist (new2018)	99	85.8	1519	80.7
Self-Determination	I am able to stand up for myself to get what I need	162	69.1	2279	68.2
	I am free to choose the kinds of goals I want to pursue	163	82.9	2281	80.3
	I decide how involved I want to be in my treatment	163	84.7	2281	82.1
	I have people in my life who accept me for me	164	81.1	2296	78.9
	I have people in my life who respect my values and choices	164	74.4	2304	74.6
	I have a say in what happens to me when I am in crisis	157	67.5	2237	69.5
Health and Wellness	I was able to meet with a primary care medical provider to discuss my physical well-being	160	87.5	2187	84.7
	I have stopped smoking or am working toward stopping	90	61.1	1351	54.0
	I have been eating a more healthy diet	156	54.4	2189	57.6
	I have been more physically active	161	50.9	2223	53
	My medications have been helpful to me	153	76.5	2218	74.9
	I was (not) prescribed too many medications	144	60.4	2036	65.2

Note the total number Ns or denominators are smaller for item that was added in 2018.

Note: *p<0.05 statistically significant difference: ⁽⁺⁾ Center % higher than statewide, ⁽⁻⁾ Center % lower than statewide.



West Central Behavioral Health – Behavioral Outcomes

About 71% of West Central Behavioral Health respondents reported being unemployed at the time of the survey, which is lower than statewide (75%). Eight percent reported being arrested in the last 12 months, and 12% reported that their encounters with the police have been reduced. A significantly larger proportion of West Central respondents reported participating in community organizations and peer support center compared to statewide. Seven percent reported attending full or part-time school. About 33% of West Central respondents reported they are current smokers, 14% used e-cigarettes, and 50% of current smokers were thinking of quitting within the next 6 months. The table below compares the behavioral outcome results of West Central Behavioral Health respondents to the state.

Adult Consumer Survey Respondent Behavioral Outcomes	West Central Behavioral Health 2017-19 N=168		NH Statewide 2017-19 N=2,359	
	n	%	n	%
Are you currently employed?*				
No ⁽⁻⁾	110	71	1679	75
Yes - full-time ⁽⁺⁾	5	3	127	6
Yes - part-time ⁽⁺⁾	40	26	418	19
Arrests & police encounters				
Were you arrested in the last 12 months? (% yes)	13	8	114	5
Were you arrested during the 12 months prior to that? (%yes)	14	8	158	7
Arrested at all in the past 2 years? (%yes)	21	13	233	10
Over the last 12 months, have your encounters with the police...				
Been reduced	19	12	187	8
Stayed the same	9	5	124	5
Increased	8	5	69	3
Not applicable	129	78	1894	83
Participation in community or social activities				
Spiritual/Religious	73	47	921	41
Community organizations/gym*	53	33	582	26
Peer support center*	49	31	356	16
Recovery support center for substance misuse	20	13	198	9
Volunteer work	29	18	423	19
Self-help groups (e.g., AA, overeaters anonymous, gamblers anonymous)	21	13	251	11
Other social activities	43	29	489	23
Attending school				
No school	148	93	2068	92
School Full-time	4	2	65	3
School Part-time	8	5	106	5
Smoking status (new 2016)				
What is your current smoking status (cigarettes, cigars, pipes)?				
Current smoker	54	33	887	39
Former smoker (smoked in the past but now quit)	49	30	640	28
Never smoked	59	36	750	33
Have you used an e-cigarette or other electronic vaping product in the past 30 days? (new 2019)				
No	37	86	561	85
Yes	6	14	101	15
If you are a current smoker or have used e-cigarettes in the past 30 days, are you thinking of quitting smoking within the next six months? (%yes)	26	50	500	59

Note: *p<0.05 statistically significant difference: ⁽⁺⁾ Center % higher than statewide, ⁽⁻⁾ Center % lower than statewide.



West Central Behavioral Health: 2017-2019 Family Member Survey Results

Demographics

A total of 108 family members of children and youth clients who received services from West Central Behavioral Health responded to the client satisfaction survey in the last three years (2017-2019). Of the children whose family member responded, 57% were male, 92% were White, and 4% were Hispanic/Latino. The average age was 11.5 years. About 68% have received services for more than 1 year. The table below compares the characteristics of West Central Behavioral Health youth clients to the state.

Characteristics of Children & Youth Clients	West Central Behavioral Health 2017-19 N=108		NH Statewide 2017-19 N=1,385	
	n	%	n	%
Gender				
Female	46	43	634	46
Male	62	57	751	54
Age group				
age 0-5	5	5	49	4
age 6-11	54	50	580	42
age 12 or older	49	45	756	55
Average age (SD, range)	11.5 (sd=3.5, range=2-18)		11.9 (sd=3.6, range=2-18)	
Race category				
American Indian/Alaska Native	4	4	29	2
Asian	0	0	16	1
Black or African American	4	4	64	5
Native Hawaiian/Pacific Islander	0	0	5	0
White (Caucasian)	98	91	1254	91
Other race	1	1	45	3
Either of child's parent is Spanish/Hispanic/Latino				
Yes-Hispanic/Latino	4	4	102	8
No-Not Hispanic/Latino	101	96	1256	92
How long has your child received services from this Center?				
Less than 1 month	2	2	42	3
1-5 months	11	10	142	10
6 months-1 year	21	20	324	24
More than 1 year	73	68	855	63
Have you been informed of other family programs such as NAMI-NH, Easter Seals, Family Voices, Granite State Federation of Families, Safe Schools/Healthy Students, Project Aware, etc.?				
No	67	63	878	64
Yes	39	37	484	36

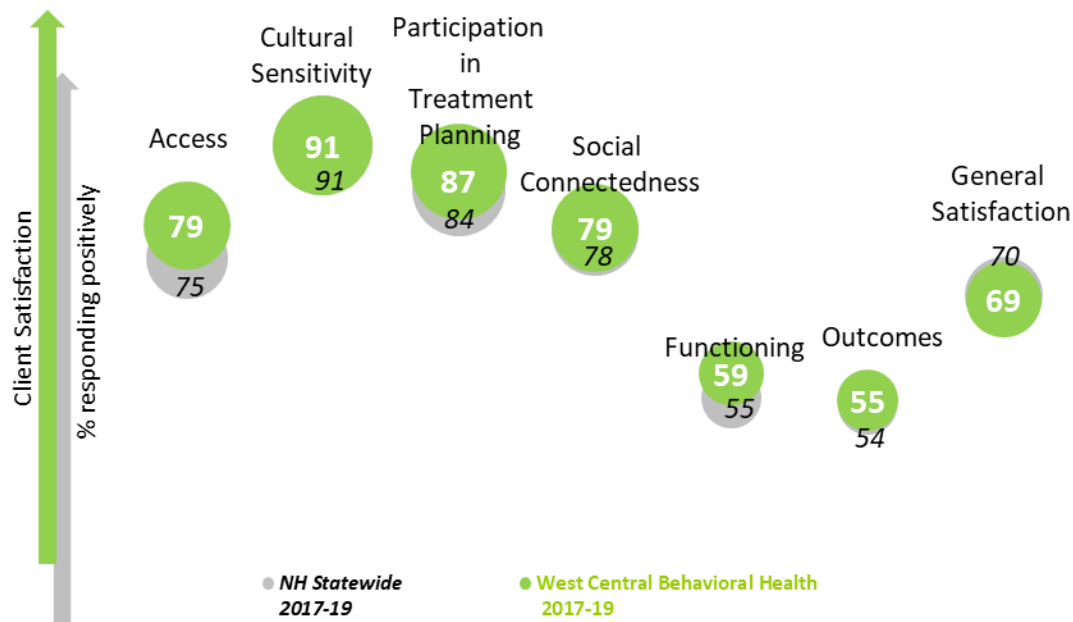
Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino.

Note: There were no statistically significant differences between the center and statewide.



Family Satisfaction with West Central Behavioral Health Services: Domain Scores with Comparisons to Statewide

Compared to the state overall, West Central Behavioral Health had higher family member respondent satisfaction scores across six of the seven domains. However, there were no statistically significant differences in scores between the center and statewide.



Note: There were no statistically significant difference in scores between the center and statewide

The table below provides additional details on the total number of family member respondents included in each domain for West Central Behavioral Health and statewide, the percent responding positively, and the difference in scores.

Satisfaction Domains	West Central Behavioral Health 2017-19		NH Statewide 2017-19		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	107	79	1368	75	4.6
Cultural Sensitivity	85	91	1025	91	0.0
Participation in Treatment Planning	107	87	1366	84	2.5
Social Connectedness	105	79	1354	78	0.6
Functioning	106	59	1352	55	3.4
Outcomes	106	55	1352	54	0.7
General Satisfaction	106	69	1367	70	-0.6

Note: There were no statistically significant difference in scores between the center and statewide.



Satisfaction with West Central Behavioral Health – Item-specific Scores by Domain

The table below shows the item-specific data for West Central Behavioral Health across the last three years (2017-2019) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (*). The item added in 2018 is noted as such.

Family Member Survey Items Results Summary		West Central Behavioral Health 2017-2019		Statewide 2017-2019	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us	102	93	1330	86
	Services were available at times that were convenient for us	102	82	1329	78
Cultural Sensitivity	Staff spoke with me in a way that I understood	102	89	1325	91
	Staff treated me with respect	102	93	1332	93
	Staff respected my family's religious/spiritual beliefs	77	88	957	88
	Staff were sensitive to my cultural/ethnic background	78	87	917	87
Participation in Treatment Planning	I helped to choose my child's services	101	83	1316	82
	I helped to choose my child's treatment goals	102	82	1323	82
	I participated in my child's treatment	102	89	1327	89
Social Connectedness	I have people that I am comfortable talking with about my child's problems	100	89	1320	85
	In a crisis, I would have the support I need from family or friends	100	81	1313	76
	I have people with whom I can do enjoyable things	100	89	1314	81
	I know people who will listen and understand me when I need to talk	99	82	1311	81
Functioning	My child is better at handling daily life	98	62	1305	57
	My child gets along better with family members	99	65	1280	58
	My child gets along better with friends and other people	100	59	1292	56
	My child is doing better in school and/or work	102	67	1292	57
	My child is better able to cope when things go wrong	101	53	1319	52
	My child is better able to do things he/she wants to do	101	67	1304	58
Outcomes	My child is better at handling daily life	98	62	1305	57
	My child gets along better with family members	99	65	1280	58
	My child gets along better with friends and other people	100	59	1292	56
	My child is doing better in school and/or work	102	67	1292	57
	My child is better able to cope when things go wrong	101	53	1319	52
	I am satisfied with our family life right now	101	54	1313	56
General Satisfaction	My family got the help we wanted for my child	101	73	1333	70
	My family got as much help as we needed for my child	101	69	1330	63
	I felt my child had someone to talk to when he/she was troubled	100	82	1302	78
	Overall, I am satisfied with the services my child received	102	74	1330	73
	The people helping my child stuck with us no matter what	101	75	1309	74
	The services my child and/or my family received were right for us	102	71	1324	67
	I am happy with my child's counselor or psychiatrist (new2018)	25	56	417	77

Note: There were no statistically significant differences in scores between the center and statewide



West Central Behavioral Health – Behavioral Outcomes

About 3% of West Central Behavioral Health family member respondents reported that their child was arrested in the last 12 months, and 18% reported that their child's encounters with the police have been reduced. About 44% of respondents with children over age 14 reported that they and the CMHC staff had begun planning for the child's transition to adulthood. Ninety-nine percent of respondents reported that their child attended school in the last 12 months, and 14% reported that their child had been suspended or expelled in the last 12 months. About 37% of West Central Behavioral Health respondents indicated that the number of days their child was in school has increased since starting to receive services. The table below compares the behavioral outcome results of West Central Behavioral Health respondent children to the state. There were no statistically significant differences between the center and statewide.

Youth Client Behavioral Outcomes	West Central Behavioral Health 2017-19 N=108		NH Statewide 2017-19 N=1,385	
	n	%	n	%
Arrests & police encounters (among those age 14 or older)				
Was your child arrested in the last 12 months? (% yes)	1	3	31	6
Was your child arrested during the 12 months prior to that? (%yes)	1	3	17	4
Was child arrested at all in the past 2 years? (%yes)	2	6	43	9
Over the last 12 months, have your child's encounters with the police...				
Been reduced	6	18	64	13
Stayed the same	3	9	35	7
Increased	1	3	21	4
Not applicable (My child had no police encounters this year or last year)	24	71	359	75
Transition Planning				
If your child is 14 years or older, has your family and CMHC staff started planning for your child's transition to adulthood? (%yes)	15	44	204	43
School attendance (among those 6 or older)				
Did your child attend school in the past 12 months? (%yes)	100	99	1260	97
Was your child expelled or suspended during the past 12 months? (%yes)	13	14	218	18
Was your child expelled or suspended during the past 12 months prior to that? (%yes)	9	9	170	14
Was child expelled or suspended at all in the past 2 years? (%yes)	18	18	283	23
Since starting to receive services, the number of days my child was in school...				
Has increased	19	37	204	31
Has stayed about the same	29	57	378	57
Has decreased	3	6	83	13

Note: There were no statistically significant differences between the center and statewide



Lakes Region Mental Health Center

Summary of Adult and Family Member Consumer Surveys



Lakes Region Mental Health Center: 2017-2019 Adult Consumer Survey Results

Demographics

A total of 202 adult consumers from Lakes Region Mental Health Center responded to the client satisfaction survey in the last three years (2017-2019). Of these, 37% were male, 93% were White, and 2% were Hispanic/Latino. The average age was 46.9 years. About 89% were still receiving services at the time of the survey and 94% have received services for a year or more. The table below compares the characteristics of Lakes Region Mental Health Center respondents to the state.

Adult Consumer Survey Respondent Characteristics	Lakes Region Mental Health Center 2017-19 N=202		NH Statewide 2017-19 N=2,359	
	n	%	n	%
Gender				
Female	128	63	1437	61
Male	74	37	922	39
Age group				
Age 18-24	13	6	194	8
Age 25-44	71	35	710	30
Age 45-64	100	50	1195	51
Age 65+	18	9	255	11
Average age (SD, range)	46.9 (sd=14.3, range:18-94.0)		47.9 (sd=14.7, range:18-94)	
Race category				
American Indian/Alaska Native	17	9	132	6
Asian	1	1	22	1
Black or African American*	0	0	54	2
Native Hawaiian/Pacific Islander	0	0	10	0
White (Caucasian)	185	93	2064	88
Other race	4	2	90	4
Ethnicity: Hispanic/Latino/Spanish				
Yes-Hispanic/Latino	4	2	111	5
No-Not Hispanic/Latino	179	98	1998	95
Are you currently (still) getting mental health services from CMHC providers? (%yes)	177	89	2050	90
How long have you received mental health services from your community mental health providers?*				
Less than a year (less than 12 months)	12	6	237	10
1 year or more (at least 12 months)	185	94	2044	90

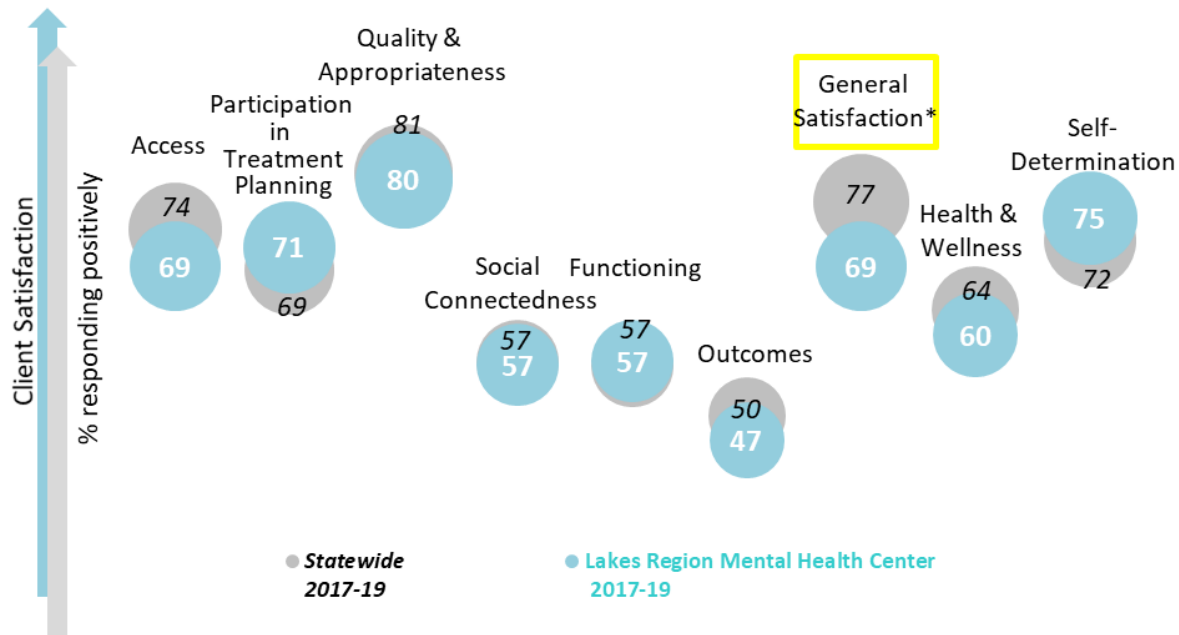
Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino.

Note: *p<0.05 statistically significant difference: (+) Center % higher than statewide, (-) Center % lower than statewide.



Satisfaction with Lakes Region Mental Health Center: Domain Scores with Comparisons to Statewide

Compared to the state overall, Lakes Region Mental Health Center had lower client satisfaction scores across five of the nine domains. The general satisfaction domain was statistically significantly lower. About 69% were generally satisfied, compared to 77% statewide.



Note: *p<0.05= statistically significant difference in scores between the center and statewide

The table below provides additional details on the total number of respondents included in each domain for Lakes Region Mental Health Center and statewide, the percent responding positively, and the difference in scores.

Satisfaction Domains	Lakes Region Mental Health Center 2017-19		Statewide 2017-19		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	200	69	2321	74	-4.6
Participation in Treatment Planning	185	71	2183	69	2.9
Quality and Appropriateness	198	80	2258	81	-0.8
Social Connectedness	194	57	2276	57	-0.4
Functioning	194	57	2268	57	0.7
Outcomes	186	47	2193	50	-3.0
General Satisfaction*	200	69	2304	77	-8.0
Health and Wellness (state added)	182	60	2178	64	-3.2
Self-Determination (state added)	196	75	2300	72	2.8

Note: *p<0.05=statistically significant difference in scores between the center and statewide. A negative difference (in red) indicates the center scored significantly lower than statewide.



Satisfaction with Lakes Region Mental Health Center – Item-specific Scores by Domain

The table below shows the item-specific data for Lakes Region Mental Health Center across the last three years (2017-2019) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (*). The item added in 2018 is noted as such.

Adult Survey Items Results Summary		Lakes Region Mental Health Center 2017-19		Statewide 2017-19	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us	196	79.6	2284	81.6
	Staff were willing to see me as often as I felt it was necessary	195	80.5	2308	80.2
	Staff returned my call in 24 hours	194	67	2231	72.5
	Services were available at times that were good for me	200	80	2316	82.2
	I was able to get all the services I thought I needed ^(*)	201	67.1	2312	73.5
	I was able to see a psychiatrist when I wanted to	184	60.3	2184	66.8
Participation in Treatment Planning	I felt comfortable asking questions about my treatment and medication	194	82.5	2301	84.9
	My beliefs were respected in my treatment and treatment plan	195	82.5	2278	83.3
	Staff saw me as an equal partner in my treatment plan	198	77.8	2295	79.6
	Staff were respectful of my sexual orientation, gender expression, and gender identity	166	92.8	1952	90
	Staff respected me as a whole person	200	87	2283	86.7
	My right to refuse treatment was respected	153	71.9	1790	74.6
	I, not staff, decided my treatment goals	192	69.3	2213	64.2
Quality and Appropriateness	Staff here believed that I could grow, change, and recover	195	83.6	2242	81.0
	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	185	75.7	2107	73.0
	I felt free to complain	191	78.5	2219	77.8
	I was given information about how to file a complaint	159	55.4	1900	53.7
	I was given information about my rights ^(*)	198	86.8	2238	80.9
	Staff encouraged me to take responsibility for how I live my life	194	81.9	2216	80.3
	Staff told me what side effects to watch out for	184	69.6	2151	69.7
	Staff respected my wishes about who is and who is not to be given information about my treatment	196	88.3	2221	86.9
	Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)	169	86.4	1944	84.7
	Staff helped me obtain the information I needed so that I could take charge of managing my illness ^(*)	194	68.6	2231	74.5
Social Connectedness	In a crisis, I have the support I need from family or friends	195	72.9	2281	70.6
	I am happy with the friendships I have	191	68.6	2242	65.9
	I have people with whom I can do enjoyable things	197	71	2266	67.8
	I feel I belong to my community	188	44.2	2245	45.9
	I know people who listen and understand me when I need to talk	194	70.2	2285	70.5



	When I need help right away, I know people I can call on	196	70.9	2291	73.3
Functioning	My symptoms are not bothering me as much	194	53.1	2271	51.1
	I do things that are more meaningful to me	194	64.4	2268	62.7
	I am better able to take care of my needs	195	63.5	2268	64.5
	I am better able to do things that I want to do	195	56.9	2277	59.1
	I am better able to manage my money and pay my bills	177	58.8	2121	59.3
	I feel hopeful about my future	192	54.2	2269	56.3
	I am better able to handle things when they go wrong	195	52.8	2264	54.2
Outcomes	My symptoms are not bothering me as much	194	53.1	2271	51.1
	I deal more effectively with daily problems	191	64.4	2266	64.0
	I am better able to control my life	193	57.5	2254	60.0
	I am better able to deal with crisis	191	57.6	2241	56.5
	I am getting along better with my family	185	57.3	2160	60.0
	I do better in social situations	191	49.8	2232	47.5
	I do better in school and/or work	115	47	1305	47
	My housing situation has improved	167	56.3	1972	53.0
General Satisfaction	I like the services that I have received	200	75.5	2303	78.8
	If I had other choices, I would still get services from this agency ^{*(-)}	200	66	2281	75.0
	I would recommend this agency to a friend or family member ^{*(+)}	199	69.4	2271	77.2
	I am happy with my counselor or psychiatrist (new2018) ^{*(-)}	123	70.7	1519	80.7
Self-Determination	I am able to stand up for myself to get what I need	195	70.8	2279	68.2
	I am free to choose the kinds of goals I want to pursue ^{*(+)}	195	86.7	2281	80.3
	I decide how involved I want to be in my treatment	195	82.1	2281	82.1
	I have people in my life who accept me for me	197	80.2	2296	78.9
	I have people in my life who respect my values and choices	198	78.3	2304	74.6
	I have a say in what happens to me when I am in crisis	189	66.7	2237	69.5
Health and Wellness	I was able to meet with a primary care medical provider to discuss my physical well-being	184	87.5	2187	84.7
	I have stopped smoking or am working toward stopping	116	51.7	1351	54.0
	I have been eating a more healthy diet	188	56.4	2189	57.6
	I have been more physically active	194	58.7	2223	53
	My medications have been helpful to me ^{*(-)}	188	68.6	2218	74.9
	I was (not) prescribed too many medications	167	62.8	2036	65.2

Note: The total number Ns or denominators are smaller for the item that was added in 2018.

Note: *p<0.05 statistically significant difference: ⁽⁺⁾ Center scored higher than statewide, ⁽⁻⁾ Center scored lower than statewide.



Lakes Region Mental Health Center – Behavioral Outcomes

About 76% of Lakes Region Mental Health Center respondents reported being unemployed at the time of the survey. Five percent of respondents reported being arrested in the last 12 months, and 8% reported that their encounters with the police have been reduced. Similar proportions of Lakes Region Mental Health Center respondents reported participating in various community and social activities compared to statewide. Nine percent of respondents reported attending either full- or part-time school. About 42% of respondents reported they are current smokers, 15% used e-cigarettes, and 55% of current smokers were thinking of quitting within the next 6 months. The table below compares the behavioral outcome results of Lakes Region Mental Health Center respondents to the state.

Adult Consumer Survey Respondent Behavioral Outcomes	Lakes Region Mental Health Center 2017-19 N=202		NH Statewide 2017-19 N=2,359	
	n	%	n	%
Are you currently employed?				
No	142	76	1679	75
Yes - full-time	16	9	127	6
Yes - part-time	30	16	418	19
Arrests & police encounters				
Were you arrested in the last 12 months? (% yes)	10	5	114	5
Were you arrested during the 12 months prior to that? (%yes)	9	5	158	7
Arrested at all in the past 2 years? (%yes)	17	8	233	10
Over the last 12 months, have your encounters with the police...				
Been reduced	15	8	187	8
Stayed the same	8	4	124	5
Increased	5	3	69	3
Not applicable	171	86	1894	83
Participation in community or social activities				
Spiritual/Religious	70	36	921	41
Community organizations/gym	46	23	582	26
Peer support center	28	14	356	16
Recovery support center for substance misuse	20	10	198	9
Volunteer work	40	20	423	19
Self-help groups (e.g., AA, overeaters anonymous, gamblers anonymous)	23	12	251	11
Other social activities	39	21	489	23
Attending school				
No school	180	92	2068	92
School Full-time	9	5	65	3
School Part-time	7	4	106	5
Smoking status (new 2016)				
What is your current smoking status (cigarettes, cigars, pipes)?				
Current smoker	83	42	887	39
Former smoker (smoked in the past but now quit)	60	30	640	28
Never smoked	57	29	750	33
Have you used an e-cigarette or other electronic vaping product in the past 30 days? (new 2019)				
No	45	85	561	85
Yes	8	15	101	15
If you are a current smoker or have used e-cigarettes in the past 30 days, are you thinking of quitting smoking within the next six months? (%yes)	42	55	500	59

Note: There were no statistically significant differences between the center and statewide.



Lakes Region Mental Health Center: 2017-2019 Family Member Survey Results

Demographics

A total of 116 family members of children and youth clients who received services from Lakes Region Mental Health Center responded to the client satisfaction survey in the last three years (2017-2019). Of the children whose family member responded, 53% were male, 94% were White, and 3% were Hispanic/Latino. The average age was 11.8 years. About 56% have received services for more than 1 year. The table below compares the characteristics of Lakes Region Mental Health Center youth clients to the state.

Characteristics of Children & Youth Clients	Lakes Region Mental Health Center 2017-19 N=116		NH Statewide 2017-19 N=1,385	
	n	%	n	%
Gender				
Female	55	47	634	46
Male	61	53	751	54
Age group				
age 0-5	5	4	49	4
age 6-11	53	46	580	42
age 12 or older	58	50	756	55
Average age (SD, range)	11.8 (sd=3.5, range=3-18)		11.9 (sd=3.6, range=2-18)	
Race category				
American Indian/Alaska Native	1	1	29	2
Asian	1	1	16	1
Black or African American	8	7	64	5
Native Hawaiian/Pacific Islander	2	2	5	0
White (Caucasian)	107	94	1254	91
Other race	2	2	45	3
Either of child's parent is Spanish/Hispanic/Latino*				
Yes-Hispanic/Latino*(-)	3	3	102	8
No-Not Hispanic/Latino*(-+)	111	97	1256	92
How long has your child received services from this Center?				
Less than 1 month	4	4	42	3
1-5 months	13	12	142	10
6 months-1 year	32	29	324	24
More than 1 year	63	56	855	63
Have you been informed of other family programs such as NAMI-NH, Easter Seals, Family Voices, Granite State Federation of Families, Safe Schools/Healthy Students, Project Aware, etc.?				
No	67	60	878	64
Yes	45	40	484	36

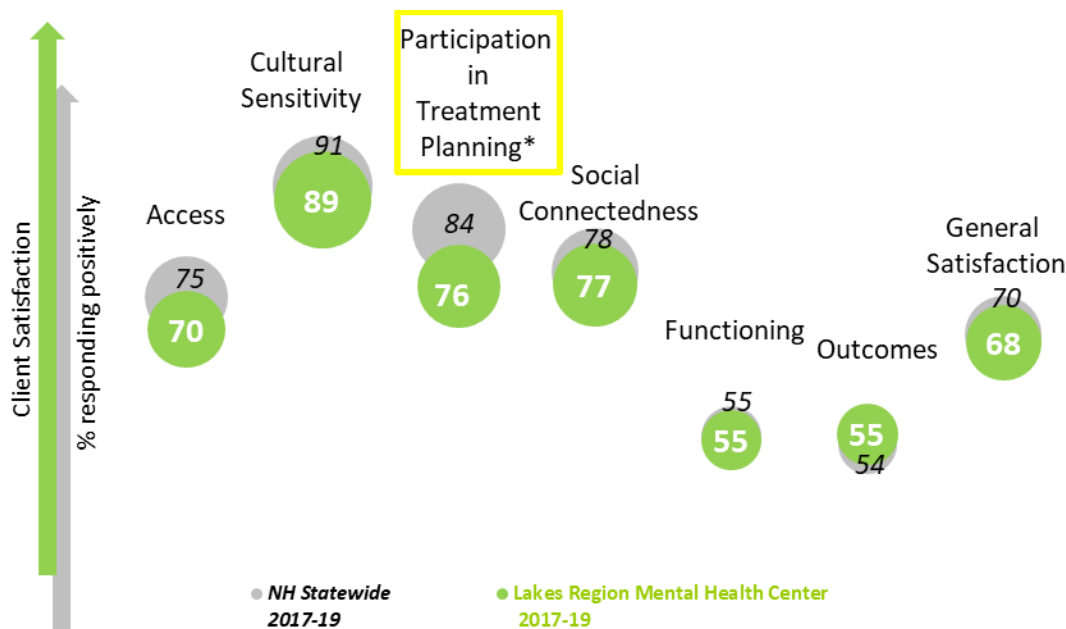
Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino.

Note: *p<0.05 statistically significant difference: ⁽⁺⁾ Center % higher than statewide, ⁽⁻⁾ Center % lower than statewide.



Family Satisfaction with Lakes Region Mental Health Center: Domain Scores with Comparisons to Statewide

Compared to the state overall, Lakes Region Mental Health Center had lower client family member satisfaction scores across five of the seven domains. One domain – participation in treatment planning – were statistically significantly lower. About 76% of Lakes Region Mental Health Center family members were satisfied with participation in treatment planning, compared to 84% statewide.



* $p < 0.05$ = statistically significant difference in scores between the center and statewide

The table below provides additional details on the total number of family member respondents included in each domain for Lakes Region Mental Health Center and statewide, the percent responding positively, and the difference in scores.

Satisfaction Domains	Lakes Region Mental Health Center 2017-19		NH Statewide 2017-19		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	114	70	1368	75	-4.6
Cultural Sensitivity	78	89	1025	91	-2.1
Participation in Treatment Planning*	114	76	1366	84	-8.1
Social Connectedness	115	77	1354	78	-1.9
Functioning	112	55	1352	55	-0.6
Outcomes	112	55	1352	54	1.4
General Satisfaction	114	68	1367	70	-1.1

Note: * $p < 0.05$ = statistically significant difference in scores between the center and statewide. A negative difference (in red) indicates the center scored significantly lower than statewide.



Satisfaction with Lakes Region Mental Health Center – Item-specific Scores by Domain

The table below shows the item-specific data for Lakes Region Mental Health Center across the last three years (2017-2019) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (*). The item added in 2018 is noted as such.

Family Member Survey Items Results Summary		Lakes Region Mental Health Center 2017-2019		Statewide 2017-2019	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us	118	85	1330	86
	Services were available at times that were convenient for us	118	75	1329	78
Cultural Sensitivity	Staff spoke with me in a way that I understood	116	88	1325	91
	Staff treated me with respect	118	92	1332	93
	Staff respected my family's religious/spiritual beliefs	86	85	957	88
	Staff were sensitive to my cultural/ethnic background	82	84	917	87
Participation in Treatment Planning	I helped to choose my child's services	118	73	1316	82
	I helped to choose my child's treatment goals	117	77	1323	82
	I participated in my child's treatment	118	84	1327	89
Social Connectedness	I have people that I am comfortable talking with about my child's problems	119	83	1320	85
	In a crisis, I would have the support I need from family or friends	119	77	1313	76
	I have people with whom I can do enjoyable things	117	79	1314	81
	I know people who will listen and understand me when I need to talk	117	80	1311	81
Functioning	My child is better at handling daily life	115	61	1305	57
	My child gets along better with family members	113	60	1280	58
	My child gets along better with friends and other people	113	59	1292	56
	My child is doing better in school and/or work	115	59	1292	57
	My child is better able to cope when things go wrong	116	53	1319	52
	My child is better able to do things he/she wants to do	114	59	1304	58
Outcomes	My child is better at handling daily life	115	61	1305	57
	My child gets along better with family members	113	60	1280	58
	My child gets along better with friends and other people	113	59	1292	56
	My child is doing better in school and/or work	115	59	1292	57
	My child is better able to cope when things go wrong	116	53	1319	52
	I am satisfied with our family life right now	117	59	1313	56
General Satisfaction	My family got the help we wanted for my child	118	66	1333	70
	My family got as much help as we needed for my child	118	57	1330	63
	I felt my child had someone to talk to when he/she was troubled	117	80	1302	78
	Overall, I am satisfied with the services my child received	119	72	1330	73
	The people helping my child stuck with us no matter what	116	78	1309	74
	The services my child and/or my family received were right for us	118	67	1324	67
	I am happy with my child's counselor or psychiatrist (new2018)	32	81	417	77

Note: There were no statistically significant differences in scores between the center and statewide



Lakes Region Mental Health Center – Behavioral Outcomes

About 3% of Lakes Region Mental Health Center family member respondents reported that their child was arrested in the last 12 months, and 13% reported that their child's encounters with the police have been reduced. About 49% of respondents with children over age 14 reported that they and the CMHC staff had begun planning for the child's transition to adulthood. Ninety-eight percent of respondents reported that their child attended school in the last 12 months. A significantly higher 25% of Lakes Region respondents reported that their child had been suspended or expelled in the last 12 months, compared to 18% statewide. Also, 22% of Lakes Region respondents indicated that the number of days their child was in school has increased since starting to receive services. The table below compares the behavioral outcome results of Lakes Region respondent children to the state.

Youth Client Behavioral Outcomes	Lakes Region Mental Health Center 2017-19 N=116		NH Statewide 2017-19 N=1,385	
	n	%	n	%
Arrests & police encounters (among those age 14 or older)				
Was your child arrested in the last 12 months? (% yes)	1	3	31	6
Was your child arrested during the 12 months prior to that? (%yes)	0	0	17	4
Was child arrested at all in the past 2 years? (%yes)	1	3	43	9
Over the last 12 months, have your child's encounters with the police...				
Been reduced	5	13	64	13
Stayed the same	1	3	35	7
Increased	2	5	21	4
Not applicable (My child had no police encounters this year or last year)	30	79	359	75
Transition Planning				
If your child is 14 years or older, has your family and CMHC staff started planning for your child's transition to adulthood? (%yes)	19	49	204	43
School attendance (among those 6 or older)				
Did your child attend school in the past 12 months? (%yes)	107	98	1260	97
Was your child expelled or suspended during the past 12 months? (%yes)* ⁽⁺⁾	27	25	218	18
Was your child expelled or suspended during the past 12 months prior to that? (%yes)	8	7	170	14
Was child expelled or suspended at all in the past 2 years? (%yes)	31	29	283	23
Since starting to receive services, the number of days my child was in school...				
Has increased	12	22	204	31
Has stayed about the same	35	65	378	57
Has decreased	7	13	83	13

Note: *p<0.05 statistically significant difference: ⁽⁺⁾ Center % higher than statewide, ⁽⁻⁾ Center % lower than statewide.





Riverbend Community Mental Health Center

Summary of Adult and Family Member Consumer Surveys



Riverbend Community Mental Health Center: 2017-2019 Adult Consumer Survey Results

Demographics

A total of 275 adult consumers from Riverbend Community Mental Health Center responded to the client satisfaction survey in the last three years (2017-2019). Of these, 36% were male, 92% were White, and 2% were Hispanic/Latino. The average age was 48.3 years. About 93% were still receiving services at the time of the survey and 88% have received services for a year or more. The table below compares the characteristics of Riverbend Community Mental Health Center respondents to the state.

Adult Consumer Survey Respondent Characteristics	Riverbend Community Mental Health Center 2017-19 N=275		NH Statewide 2017-19 N=2,359	
	n	%	n	%
Gender				
Female	176	64	1437	61
Male	99	36	922	39
Age group				
Age 18-24	23	8	194	8
Age 25-44	82	30	710	30
Age 45-64	139	51	1195	51
Age 65+	31	11	255	11
Average age (SD, range)	48.3 (sd=14.9, range:18-82)		47.9 (sd=14.7, range:18-94)	
Race category				
American Indian/Alaska Native	13	5	132	6
Asian	4	2	22	1
Black or African American	3	1	54	2
Native Hawaiian/Pacific Islander	0	0	10	0
White (Caucasian)	251	92	2064	88
Other race	8	3	90	4
Ethnicity: Hispanic/Latino/Spanish*				
Yes-Hispanic/Latino*(-)	6	2	111	5
No-Not Hispanic/Latino*(-+)	239	98	1998	95
Are you currently (still) getting mental health services from CMHC providers? (%yes)	249	93	2050	90
How long have you received mental health services from your community mental health providers?				
Less than a year (less than 12 months)	31	12	237	10
1 year or more (at least 12 months)	236	88	2044	90

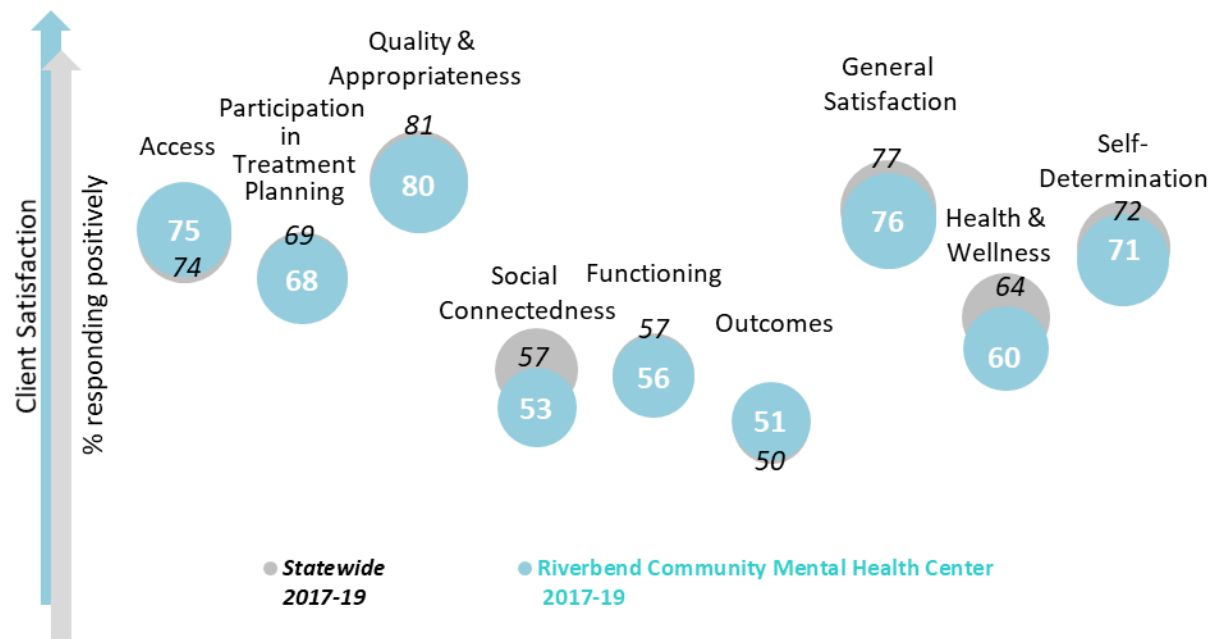
Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino.

Note: *p<0.05 statistically significant difference: (⁺) Center % higher than statewide, (⁻) Center % lower than statewide.



Satisfaction with Riverbend Community Mental Health Center: Domain Scores with Comparisons to Statewide

Compared to the state overall, Riverbend Community Mental Health Center had similar client satisfaction scores across all of the nine domains. There were no statistically significant difference in scores between the center and statewide.



Note: There were no statistically significant difference in scores between the center and statewide.

The table below provides additional details on the total number of respondents included in each domain for Riverbend Community Mental Health Center and statewide, the percent responding positively, and the difference in scores.

	Riverbend Community Mental Health Center 2017-19		Statewide 2017-19		
Satisfaction Domains	Total N	CMHC %	Total N	Statewide %	Difference
Access	271	75	2321	74	0.9
Participation in Treatment Planning	259	68	2183	69	-0.2
Quality and Appropriateness	265	80	2258	81	-0.6
Social Connectedness	261	53	2276	57	-4.6
Functioning	267	56	2268	57	-0.3
Outcomes	258	51	2193	50	0.5
General Satisfaction	269	76	2304	77	-1.5
Health and Wellness (state added)	258	60	2178	64	-3.9
Self-Determination (state added)	270	71	2300	72	-1.5

Note: There were no statistically significant difference in scores between the center and statewide.



Satisfaction with Riverbend Community Health Center – Item-specific Scores by Domain

The table below shows the item-specific data for Riverbend Community Mental Health Center across the last three years (2017-2019) combined with comparison to three-year combined statewide data. There were no statistically significant differences in item-specific scores between the center and statewide. The item added in 2018 is noted as such.

Adult Survey Items Results Summary		Riverbend Community Mental Health Center 2017-19		Statewide 2017-19	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us	268	83.9	2284	81.6
	Staff were willing to see me as often as I felt it was necessary ^{*(†)}	270	75.6	2308	80.2
	Staff returned my call in 24 hours	254	69.7	2231	72.5
	Services were available at times that were good for me	271	82.2	2316	82.2
	I was able to get all the services I thought I needed	266	74.8	2312	73.5
	I was able to see a psychiatrist when I wanted to	257	65.7	2184	66.8
Participation in Treatment Planning	I felt comfortable asking questions about my treatment and medication	268	83.2	2301	84.9
	My beliefs were respected in my treatment and treatment plan	262	82.4	2278	83.3
	Staff saw me as an equal partner in my treatment plan	268	78	2295	79.6
	Staff were respectful of my sexual orientation, gender expression, and gender identity	232	88.8	1952	90
	Staff respected me as a whole person	267	86.5	2283	86.7
	My right to refuse treatment was respected	213	72.7	1790	74.6
	I, not staff, decided my treatment goals	261	63.6	2213	64.2
Quality and Appropriateness	Staff here believed that I could grow, change, and recover	267	77.6	2242	81.0
	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	250	74.4	2107	73.0
	I felt free to complain	259	74.1	2219	77.8
	I was given information about how to file a complaint	225	54.2	1900	53.7
	I was given information about my rights	265	80.7	2238	80.9
	Staff encouraged me to take responsibility for how I live my life	258	79.9	2216	80.3
	Staff told me what side effects to watch out for	253	64.5	2151	69.7
	Staff respected my wishes about who is and who is not to be given information about my treatment	257	84.5	2221	86.9
	Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)	217	81.1	1944	84.7
	Staff helped me obtain the information I needed so that I could take charge of managing my illness	258	71.7	2231	74.5
Social Connectedness	In a crisis, I have the support I need from family or friends	263	66.9	2281	70.6
	I am happy with the friendships I have	257	65	2242	65.9
	I have people with whom I can do enjoyable things	260	64.2	2266	67.8
	I feel I belong to my community	262	42.7	2245	45.9



	I know people who listen and understand me when I need to talk	266	70.7	2285	70.5
	When I need help right away, I know people I can call on	268	71.3	2291	73.3
Functioning	My symptoms are not bothering me as much	265	52.1	2271	51.1
	I do things that are more meaningful to me	267	61.8	2268	62.7
	I am better able to take care of my needs	266	62.4	2268	64.5
	I am better able to do things that I want to do	267	56.5	2277	59.1
	I am better able to manage my money and pay my bills	245	55.2	2121	59.3
	I feel hopeful about my future	267	55.1	2269	56.3
	I am better able to handle things when they go wrong	266	49.6	2264	54.2
Outcomes	My symptoms are not bothering me as much	265	52.1	2271	51.1
	I deal more effectively with daily problems	266	59.8	2266	64.0
	I am better able to control my life	262	56.8	2254	60.0
	I am better able to deal with crisis	261	51.3	2241	56.5
	I am getting along better with my family	249	60.7	2160	60.0
	I do better in social situations	258	46.1	2232	47.5
	I do better in school and/or work	142	41.6	1305	47
	My housing situation has improved	228	53.1	1972	53.0
General Satisfaction	I like the services that I have received	269	77.4	2303	78.8
	If I had other choices, I would still get services from this agency	267	73.4	2281	75.0
	I would recommend this agency to a friend or family member	264	76.5	2271	77.2
	I am happy with my counselor or psychiatrist (new2018)	177	80.2	1519	80.7
Self-Determination	I am able to stand up for myself to get what I need	266	67.3	2279	68.2
	I am free to choose the kinds of goals I want to pursue	269	80.3	2281	80.3
	I decide how involved I want to be in my treatment	267	79	2281	82.1
	I have people in my life who accept me for me	268	76.9	2296	78.9
	I have people in my life who respect my values and choices	269	70.7	2304	74.6
	I have a say in what happens to me when I am in crisis	258	69.3	2237	69.5
Health and Wellness	I was able to meet with a primary care medical provider to discuss my physical well-being	244	81.6	2187	84.7
	I have stopped smoking or am working toward stopping	155	52.2	1351	54.0
	I have been eating a more healthy diet	257	55.6	2189	57.6
	I have been more physically active	258	50.8	2223	53
	My medications have been helpful to me	259	73.8	2218	74.9
	I was (not) prescribed too many medications	243	61.3	2036	65.2

Note: The total number Ns or denominators are smaller for item that was added in 2018.

Note: *p<0.05 statistically significant difference: (+) Center % higher than statewide, (-) Center % lower than statewide.



Riverbend Community Mental Health Center – Behavioral Outcomes

About 80% of Riverbend Community Mental Health Center respondents reported being unemployed at the time of the survey. Three percent of respondents reported being arrested in the last 12 months, and 9% reported that their encounters with the police have been reduced. Similar proportions of Riverbend Community Mental Health respondents participated in various community and social activities as statewide. Seven percent of respondents reported that they are attending either full- or part-time school. About 40% of respondents reported they are current smokers, 14% used e-cigarettes, and 62% of current smokers were thinking of quitting within the next 6 months. The table below compares the behavioral outcome results of Riverbend Community Mental Health respondents to the state.

Adult Consumer Survey Respondent Behavioral Outcomes	Riverbend Community Mental Health Center 2017-19 N=275		NH Statewide 2017-19 N=2,359	
	n	%	n	%
Are you currently employed?				
No	212	80	1679	75
Yes - full-time	11	4	127	6
Yes - part-time	42	16	418	19
Arrests & police encounters				
Were you arrested in the last 12 months? (% yes)	8	3	114	5
Were you arrested during the 12 months prior to that? (%yes)	13	5	158	7
Arrested at all in the past 2 years? (%yes)	19	7	233	10
Over the last 12 months, have your encounters with the police...				
Been reduced	25	9	187	8
Stayed the same	20	8	124	5
Increased	13	5	69	3
Not applicable	206	78	1894	83
Participation in community or social activities				
Spiritual/Religious	99	38	921	41
Community organizations/gym	60	23	582	26
Peer support center	42	16	356	16
Recovery support center for substance misuse	17	7	198	9
Volunteer work	46	17	423	19
Self-help groups (e.g., AA, overeaters anonymous, gamblers anonymous)	22	8	251	11
Other social activities	53	22	489	23
Attending school				
No school	244	93	2068	92
School Full-time	8	3	65	3
School Part-time	10	4	106	5
Smoking status (new 2016)				
What is your current smoking status (cigarettes, cigars, pipes)?				
Current smoker	106	40	887	39
Former smoker (smoked in the past but now quit)	67	25	640	28
Never smoked	91	34	750	33
Have you used an e-cigarette or other electronic vaping product in the past 30 days? (new 2019)				
No	61	86	561	85
Yes	10	14	101	15
If you are a current smoker or have used e-cigarettes in the past 30 days, are you thinking of quitting smoking within the next six months? (%yes)	63	62	500	59

Note: There were no statistically significant differences between the center and statewide



Riverbend Community Mental Health Center: 2017-2019 Family Member Survey Results

Demographics

A total of 200 family members of children and youth clients who received services from Riverbend Community Health Center responded to the client satisfaction survey in the last three years (2017-2019). Of the children whose family member responded, 56% were male, 93% were White, and 4% were Hispanic/Latino. The average age was 11.5 years. About 69% have received services for more than 1 year. The table below compares the characteristics of Riverbend Community Mental Health Center youth clients to the state.

Characteristics of Children & Youth Clients	Riverbend Community Mental Health Center 2017-19 N=200		NH Statewide 2017-19 N=1,385	
	n	%	n	%
Gender				
Female	88	44	634	46
Male	112	56	751	54
Age group				
age 0-5	8	4	49	4
age 6-11	94	47	580	42
age 12 or older	98	49	756	55
Average age (SD, range)	11.5 (sd=3.6, range=4-18)		11.9 (sd=3.6, range=2-18)	
Race category				
American Indian/Alaska Native	6	3	29	2
Asian	5	3	16	1
Black or African American	9	5	64	5
Native Hawaiian/Pacific Islander	0	0	5	0
White (Caucasian)	183	92	1254	91
Other race	6	3	45	3
Either of child's parent is Spanish/Hispanic/Latino*				
Yes-Hispanic/Latino*(-)	7	4	102	8
No-Not Hispanic/Latino*(-+)	191	96	1256	92
How long has your child received services from this Center?				
Less than 1 month	7	4	42	3
1-5 months	15	8	142	10
6 months-1 year	39	20	324	24
More than 1 year	136	69	855	63
Have you been informed of other family programs such as NAMI-NH, Easter Seals, Family Voices, Granite State Federation of Families, Safe Schools/Healthy Students, Project Aware, etc.?				
No	136	68	878	64
Yes	63	32	484	36

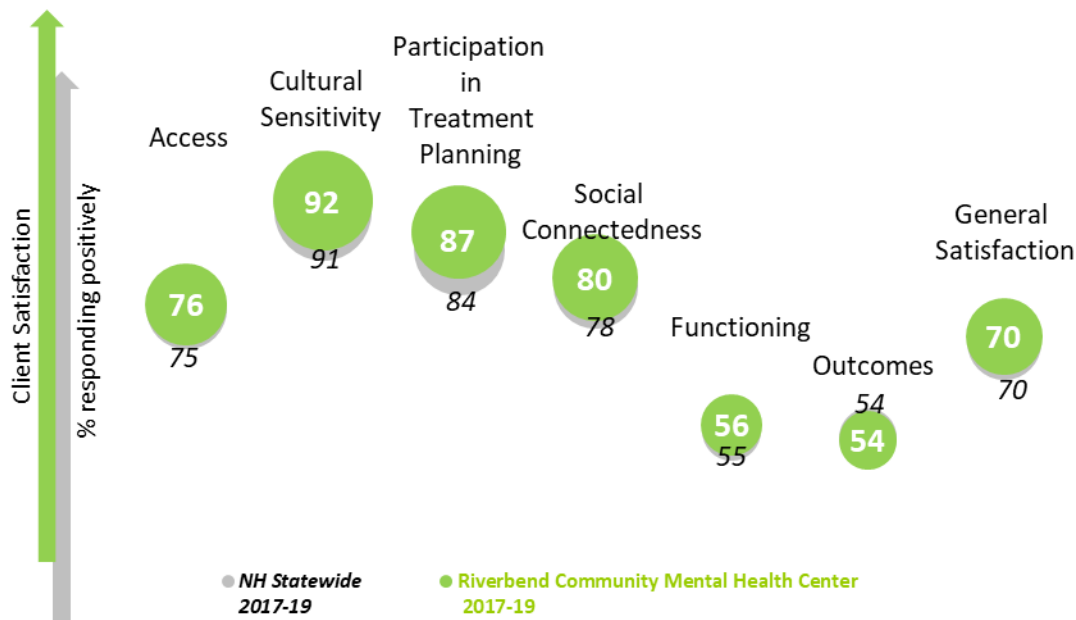
Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino.

Note: *p<0.05 statistically significant difference: ⁽⁺⁾ Center % higher than statewide, ⁽⁻⁾ Center % lower than statewide.



Satisfaction with Riverbend Community Mental Health Center: Domain Scores with Comparisons to Statewide

Compared to the state overall, Riverbend Community Mental Health Center had somewhat higher or the same family member respondent satisfaction scores across all seven domains. However, none of the domains were statistically significantly different when compared to statewide scores.



Note: There were no statistically significant differences in scores between the center and statewide.

The table below provides additional details on the total number of family member respondents included in each domain for Riverbend Community Mental Health Center and statewide, the percent responding positively, and the difference in scores.

	Riverbend Community Mental Health Center 2017-19		NH Statewide 2017-19		
Satisfaction Domains	Total N	CMHC %	Total N	Statewide %	Difference
Access	197	76	1368	75	0.8
Cultural Sensitivity	155	92	1025	91	1.7
Participation in Treatment Planning	197	87	1366	84	2.9
Social Connectedness	194	80	1354	78	1.5
Functioning	196	56	1352	55	1.0
Outcomes	196	54	1352	54	-0.4
General Satisfaction	199	70	1367	70	0.9

Note: There were no statistically significant differences in scores between the center and statewide.



Satisfaction with Riverbend Community Health Center – Item-specific Scores by Domain

The table below shows the item-specific data for Riverbend Community Mental Health Center across the last three years (2017-2019) combined with comparison to three-year combined statewide data. There were no statistically significant differences in item-specific scores between the center and statewide. The item added in 2018 is noted as such.

Family Member Survey Items Results Summary		Riverbend Community Mental Health Center 2017-2019		Statewide 2017-2019	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us	185	88	1330	86
	Services were available at times that were convenient for us	185	75	1329	78
Cultural Sensitivity	Staff spoke with me in a way that I understood	187	91	1325	91
	Staff treated me with respect	186	96	1332	93
	Staff respected my family's religious/spiritual beliefs	134	89	957	88
	Staff were sensitive to my cultural/ethnic background	124	84	917	87
Participation in Treatment Planning	I helped to choose my child's services	180	82	1316	82
	I helped to choose my child's treatment goals	184	86	1323	82
	I participated in my child's treatment	185	92	1327	89
Social Connectedness	I have people that I am comfortable talking with about my child's problems	183	86	1320	85
	In a crisis, I would have the support I need from family or friends	183	78	1313	76
	I have people with whom I can do enjoyable things	182	80	1314	81
	I know people who will listen and understand me when I need to talk	180	86	1311	81
Functioning	My child is better at handling daily life	183	53	1305	57
	My child gets along better with family members	177	58	1280	58
	My child gets along better with friends and other people	181	55	1292	56
	My child is doing better in school and/or work	183	53	1292	57
	My child is better able to cope when things go wrong	183	53	1319	52
	My child is better able to do things he/she wants to do	182	58	1304	58
Outcomes	My child is better at handling daily life	183	53	1305	57
	My child gets along better with family members	177	58	1280	58
	My child gets along better with friends and other people	181	55	1292	56
	My child is doing better in school and/or work	183	53	1292	57
	My child is better able to cope when things go wrong	183	53	1319	52
	I am satisfied with our family life right now	183	54	1313	56
General Satisfaction	My family got the help we wanted for my child	186	71	1333	70
	My family got as much help as we needed for my child	186	64	1330	63
	I felt my child had someone to talk to when he/she was troubled	181	82	1302	78
	Overall, I am satisfied with the services my child received	186	72	1330	73
	The people helping my child stuck with us no matter what	180	73	1309	74
	The services my child and/or my family received were right for us	185	64	1324	67
	I am happy with my child's counselor or psychiatrist	71	75	417	77

Note: There were no statistically significant differences between the center and statewide.



Riverbend Community Mental Health Center – Behavioral Outcomes

About 6% of Riverbend Community Mental Health Center family member respondents reported that their child was arrested in the last 12 months, and 6% reported that their child's encounters with the police have been reduced. About 37% of respondents with children over age 14 reported that they and the CMHC staff had begun planning for the child's transition to adulthood. Ninety-seven percent of Riverbend respondents reported that their child attended school in the last 12 months and 19% reported that their child had been expelled or expelled in the last 12 months. A significantly higher 18% were expelled or suspended during the past 12 months prior, as compared to 14% statewide. Also, 27% of Riverbend respondents indicated that the number of days their child was in school has increased since starting to receive services. The table below compares the behavioral outcome results of Riverbend respondent children to the state.

Youth Client Behavioral Outcomes	Riverbend Community Mental Health Center 2017-19 N=200		NH Statewide 2017-19 N=1,385	
	n	%	n	%
Arrests & police encounters (among those age 14 or older)				
Was your child arrested in the last 12 months? (% yes)	4	6	31	6
Was your child arrested during the 12 months prior to that? (%yes)	0	0	17	4
Was child arrested at all in the past 2 years? (%yes)	4	6	43	9
Over the last 12 months, have your child's encounters with the police...				
Been reduced	4	6	64	13
Stayed the same	6	9	35	7
Increased	6	9	21	4
Not applicable (My child had no police encounters this year or last year)	48	75	359	75
Transition Planning				
If your child is 14 years or older, has your family and CMHC staff started planning for your child's transition to adulthood? (%yes)	23	37	204	43
School attendance (among those 6 or older)				
Did your child attend school in the past 12 months? (%yes)	182	97	1260	97
Was your child expelled or suspended during the past 12 months? (%yes)	33	19	218	18
Was your child expelled or suspended during the past 12 months prior to that? (%yes) ^(*)	33	18	170	14
Was child expelled or suspended at all in the past 2 years? (%yes)	44	24	283	23
Since starting to receive services, the number of days my child was in school...				
Has increased	25	27	204	31
Has stayed about the same	54	59	378	57
Has decreased	12	13	83	13

Note: *p<0.05 statistically significant difference: ^(*) Center % higher than statewide, ⁽⁻⁾ Center % lower than statewide





Monadnock Family Services

Summary of Adult and Family Member Consumer Surveys



Monadnock Family Services: 2017-2019 Adult Consumer Survey Results

Demographics

A total of 229 adult consumers from Monadnock Family Services responded to the client satisfaction survey in the last three years (2017-2019). Of these, 37% were male, 88% were White, and 3% were Hispanic/Latino. The average age was 48.6 years. About 88% were still receiving services at the time of the survey and 90% have received services for a year or more. The table below compares the characteristics of Monadnock Family Services respondents to the state.

Adult Consumer Survey Respondent Characteristics	Monadnock Family Services 2017-19 N=229		NH Statewide 2017-19 N=2,359	
	n	%	n	%
Gender				
Female	144	63	1437	61
Male	85	37	922	39
Age group				
Age 18-24	19	8	194	8
Age 25-44	64	28	710	30
Age 45-64	123	54	1195	51
Age 65+	23	10	255	11
Average age (SD, range)	48.6 (sd=14.5, range:18-81)		47.9 (sd=14.7, range:18-94)	
Race category				
American Indian/Alaska Native	16	8	132	6
Asian	2	1	22	1
Black or African American	7	3	54	8
Native Hawaiian/Pacific Islander	0	0	10	0
White (Caucasian)	198	88	2064	88
Other race	10	4	90	4
Ethnicity: Hispanic/Latino/Spanish				
Yes-Hispanic/Latino	6	3	111	5
No-Not Hispanic/Latino	199	97	1998	95
Are you currently (still) getting mental health services from CMHC providers? (%yes)	194	88	2050	90
How long have you received mental health services from your community mental health providers?				
Less than a year (less than 12 months)	22	10	237	10
1 year or more (at least 12 months)	195	90	2044	90

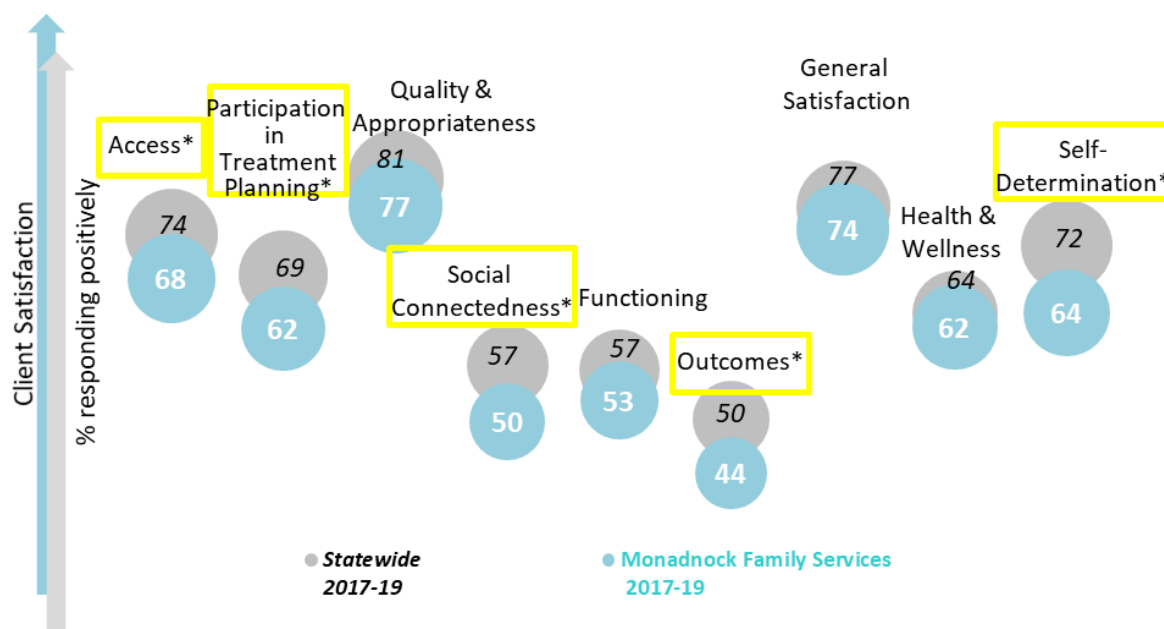
Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino.

Note: There were no statistically significant differences between the center and statewide



Satisfaction with Monadnock Family Services: Domain Scores with Comparisons to Statewide

Compared to the state overall, Monadnock Family Services had lower client satisfaction scores across all nine domains. Five domains –access, participation in treatment planning, social connectedness, outcomes, and self-determination – were statistically significantly lower. About 68% of Monadnock clients responded positively about access (versus 74% statewide), 62% responded positively about participation in treatment planning (versus 69% statewide), 50% responded positively about social connectedness (versus 57% statewide), and 44% responded positively about outcomes (versus 50% statewide). Also, 64% were positive about self-determination, compared to 72% statewide.



Note: *p<0.05 = statistically significant difference in scores between the center and statewide.

The table below provides additional details on the total number of respondents included in each domain for Monadnock Family Services and statewide, the percent responding positively, and the difference in scores.

Satisfaction Domains	Monadnock Family Services 2017-19		Statewide 2017-19		Difference
	Total N	CMHC %	Total N	Statewide %	
Access*	228	68	2321	74	-5.6
Participation in Treatment Planning*	209	62	2183	69	-6.8
Quality and Appropriateness	219	77	2258	81	-3.4
Social Connectedness*	222	50	2276	57	-7.1
Functioning	220	53	2268	57	-3.8
Outcomes*	209	44	2193	50	-6.8
General Satisfaction	226	74	2304	77	-2.7
Health and Wellness (state added)	202	62	2178	64	-1.7
Self-Determination (state added)*	223	64	2300	72	-8.5

Note: *p<0.05 statistically significant difference in scores between the center and statewide. A negative difference (in red) indicates the center scored significantly lower than statewide.



Satisfaction with Monadnock Family Services – Item-specific Scores by Domain

The table below shows the item-specific data for Monadnock Family Services across the last three years (2017-2019) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (*). The item added in 2018 is noted as such.

Adult Survey Items Results Summary		Monadnock Family Services 2017-19		Statewide 2017-19	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us	222	82.4	2284	81.6
	Staff were willing to see me as often as I felt it was necessary*(-)	225	74.7	2308	80.2
	Staff returned my call in 24 hours	218	69.3	2231	72.5
	Services were available at times that were good for me*(-)	228	76.7	2316	82.2
	I was able to get all the services I thought I needed*(-)	226	67.3	2312	73.5
	I was able to see a psychiatrist when I wanted to*(-)	205	58.6	2184	66.8
Participation in Treatment Planning	I felt comfortable asking questions about my treatment and medication	221	80.5	2301	84.9
	My beliefs were respected in my treatment and treatment plan	218	83.9	2278	83.3
	Staff saw me as an equal partner in my treatment plan *(-)	224	73.7	2295	79.6
	Staff were respectful of my sexual orientation, gender expression, and gender identity	183	89.6	1952	90
	Staff respected me as a whole person *(-)	219	80.8	2283	86.7
	My right to refuse treatment was respected	161	70.8	1790	74.6
	I, not staff, decided my treatment goals	212	62.8	2213	64.2
Quality and Appropriateness	Staff here believed that I could grow, change, and recover	215	81.4	2242	81.0
	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	204	69.1	2107	73.0
	I felt free to complain	216	76.4	2219	77.8
	I was given information about how to file a complaint	182	53.8	1900	53.7
	I was given information about my rights	220	80	2238	80.9
	Staff encouraged me to take responsibility for how I live my life	216	77.3	2216	80.3
	Staff told me what side effects to watch out for	204	67.1	2151	69.7
	Staff respected my wishes about who is and who is not to be given information about my treatment	214	84.6	2221	86.9
	Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)	186	82.8	1944	84.7
	Staff helped me obtain the information I needed so that I could take charge of managing my illness	212	69.4	2231	74.5
Social Connectedness	In a crisis, I have the support I need from family or friends	223	66.8	2281	70.6
	I am happy with the friendships I have*(-)	222	59	2242	65.9
	I have people with whom I can do enjoyable things	220	64.5	2266	67.8
	I feel I belong to my community*(-)	218	39.5	2245	45.9
	I know people who listen and understand me when I need to talk	220	65.9	2285	70.5



	When I need help right away, I know people I can call on ^{*(+)}	217	66.8	2291	73.3
Functioning	My symptoms are not bothering me as much	221	46.6	2271	51.1
	I do things that are more meaningful to me	218	60.1	2268	62.7
	I am better able to take care of my needs	221	62	2268	64.5
	I am better able to do things that I want to do	218	56	2277	59.1
	I am better able to manage my money and pay my bills	205	54.2	2121	59.3
	I feel hopeful about my future ^{*(+)}	220	47.3	2269	56.3
	I am better able to handle things when they go wrong	217	52.5	2264	54.2
Outcomes	My symptoms are not bothering me as much	221	46.6	2271	51.1
	I deal more effectively with daily problems	221	58.4	2266	64.0
	I am better able to control my life	218	55.5	2254	60.0
	I am better able to deal with crisis	219	51.6	2241	56.5
	I am getting along better with my family ^{*(+)}	203	51.7	2160	60.0
	I do better in social situations	214	46.3	2232	47.5
	I do better in school and/or work	112	40.2	1305	47
	My housing situation has improved	187	49.7	1972	53.0
General Satisfaction	I like the services that I have received ^{*(+)}	224	73.2	2303	78.8
	If I had other choices, I would still get services from this agency	223	70.4	2281	75.0
	I would recommend this agency to a friend or family member	223	74	2271	77.2
	I am happy with my counselor or psychiatrist (new2018)	139	85.6	1519	80.7
Self-Determination	I am able to stand up for myself to get what I need ^{*(+)}	221	59.7	2279	68.2
	I am free to choose the kinds of goals I want to pursue	219	75.8	2281	80.3
	I decide how involved I want to be in my treatment	222	80.6	2281	82.1
	I have people in my life who accept me for me	222	75.7	2296	78.9
	I have people in my life who respect my values and choices ^{*(+)}	223	68.7	2304	74.6
	I have a say in what happens to me when I am in crisis	220	65.5	2237	69.5
Health and Wellness	I was able to meet with a primary care medical provider to discuss my physical well-being	211	82.5	2187	84.7
	I have stopped smoking or am working toward stopping	114	48.3	1351	54.0
	I have been eating a more healthy diet	206	53.4	2189	57.6
	I have been more physically active	214	51.5	2223	53
	My medications have been helpful to me	215	71.6	2218	74.9
	I was (not) prescribed too many medications	191	68.1	2036	65.2

Note: The total number Ns or denominators are smaller for the item that was added in 2018.

Note: *p<0.05 statistically significant difference: ⁽⁺⁾ Center scored higher than statewide, ⁽⁻⁾ Center scored lower than statewide.



Monadnock Family Services – Behavioral Outcomes

About 79% of Monadnock Family Services adult respondents reported being unemployed at the time of the survey. Five percent reported being arrested in the last 12 months, and 7% reported that their encounters with the police have been reduced. Monadnock respondents reported similar levels of participation in in community and social activities compared to statewide. Eight percent reported attending either full- or part-time school. About 39% of respondents reported they are current smokers, 17% used e-cigarettes, and 57% of current smokers were thinking of quitting within the next 6 months. The table below compares the behavioral outcome results of Monadnock respondents to the state.

Adult Consumer Survey Respondent Behavioral Outcomes	Monadnock Family Services 2017-19 N=229		NH Statewide 2017-19 N=2,359	
	n	%	n	%
Are you currently employed?				
No	169	79	1679	75
Yes - full-time	9	4	127	6
Yes - part-time	35	16	418	19
Arrests & police encounters				
Were you arrested in the last 12 months? (% yes)	11	5	114	5
Were you arrested during the 12 months prior to that? (%yes)	15	7	158	7
Arrested at all in the past 2 years? (%yes)	22	10	233	10
Over the last 12 months, have your encounters with the police...				
Been reduced	16	7	187	8
Stayed the same	15	7	124	5
Increased	7	3	69	3
Not applicable	179	82	1894	83
Participation in community or social activities				
Spiritual/Religious	88	42	921	41
Community organizations/gym	64	30	582	26
Peer support center	34	16	356	16
Recovery support center for substance misuse	17	8	198	9
Volunteer work	44	21	423	19
Self-help groups (e.g., AA, overeaters anonymous, gamblers anonymous)	26	12	251	11
Other social activities	52	27	489	23
Attending school				
No school	193	92	2068	92
School Full-time	7	3	65	3
School Part-time	10	5	106	5
Smoking status (new 2016)				
What is your current smoking status (cigarettes, cigars, pipes)?				
Current smoker	84	39	887	39
Former smoker (smoked in the past but now quit)	64	30	640	28
Never smoked	68	31	750	33
Have you used an e-cigarette or other electronic vaping product in the past 30 days? (new 2019)				
No	64	83	561	85
Yes	13	17	101	15
If you are a current smoker or have used e-cigarettes in the past 30 days, are you thinking of quitting smoking within the next six months? (%yes)	47	57	500	59

Note: There were no statistically significant differences between the center and statewide.



Monadnock Family Services: 2017-2019 Family Member Survey Results

Demographics

A total of 112 family members of children and youth clients who received services from Monadnock Family Services responded to the client satisfaction survey in the last three years (2017-2019). Of the children whose family member responded, 55% were male, 95% were White, and 5% were Hispanic/Latino. The average age was 11.7 years. About 57% have received services more than 1 year. The table below compares the characteristics of Monadnock Family Services youth clients to the state. Overall, there were no statistically significant differences between the center and statewide.

Characteristics of Children & Youth Clients	Monadnock Family Services 2017-19 N=112		NH Statewide 2017-19 N=1,385	
	n	%	n	%
Gender				
Female	50	45	634	46
Male	62	55	751	54
Age group				
age 0-5	5	4	49	4
age 6-11	52	46	580	42
age 12 or older	55	49	756	55
Average age (SD, range)	11.7 (sd=3.6, range=4-18)		11.9 (sd=3.6, range=2-18)	
Race category				
American Indian/Alaska Native	1	1	29	2
Asian	1	1	16	1
Black or African American	3	3	64	5
Native Hawaiian/Pacific Islander	1	1	5	0
White (Caucasian)	106	95	1254	91
Other race	3	3	45	3
Either of child's parent is Spanish/Hispanic/Latino				
Yes-Hispanic/Latino	6	5	102	8
No-Not Hispanic/Latino	105	95	1256	92
How long has your child received services from this Center?				
Less than 1 month	4	4	42	3
1-5 months	18	16	142	10
6 months-1 year	26	23	324	24
More than 1 year	63	57	855	63
Have you been informed of other family programs such as NAMI-NH, Easter Seals, Family Voices, Granite State Federation of Families, Safe Schools/Healthy Students, Project Aware, etc.?				
No	63	58	878	64
Yes	46	42	484	36

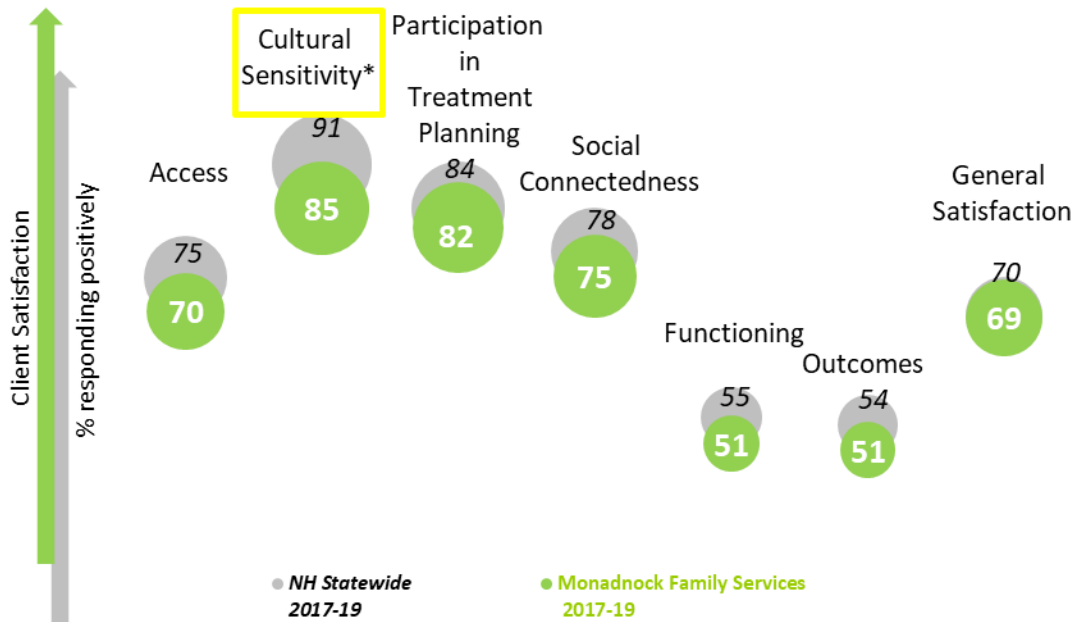
Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino.

Note: There were no statistically significant differences between the center and statewide.



Satisfaction with Monadnock Family Services: Domain Scores with Comparisons to Statewide

Compared to the state overall, Monadnock Family Services had lower family member respondent satisfaction scores across all seven domains. Cultural sensitivity was statistically significantly lower, at 85% compared to 91% statewide.



Note: *p<0.05 statistically significant difference between center and statewide

The table below provides additional details on the total number of family member respondents included in each domain for Monadnock Family Services and statewide, the percent responding positively, and the difference in scores.

	Monadnock Family Services 2017-19		NH Statewide 2017-19		
Satisfaction Domains	Total N	CMHC %	Total N	Statewide %	Difference
Access	110	70	1368	75	-4.8
Cultural Sensitivity*	84	85	1025	91	-6.1
Participation in Treatment Planning	110	82	1366	84	-2.6
Social Connectedness	108	75	1354	78	-3.4
Functioning	109	51	1352	55	-3.7
Outcomes	109	51	1352	54	-3.5
General Satisfaction	110	69	1367	70	-0.4

Note: *p<0.05 statistically significant difference between center and statewide



Satisfaction with Monadnock Family Services – Item-specific Scores by Domain

The table below shows the item-specific data for Monadnock Family Services across the last three years (2017-2019) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (*). The item added in 2018 is noted as such.

Family Member Survey Items Results Summary		Monadnock Family Services 2017-2019		Statewide 2017-2019	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us	101	79	1330	86
	Services were available at times that were convenient for us	101	71	1329	78
Cultural Sensitivity	Staff spoke with me in a way that I understood	101	90	1325	91
	Staff treated me with respect	101	90	1332	93
	Staff respected my family's religious/spiritual beliefs	69	86	957	88
	Staff were sensitive to my cultural/ethnic background	66	83	917	87
Participation in Treatment Planning	I helped to choose my child's services	100	85	1316	82
	I helped to choose my child's treatment goals	101	80	1323	82
	I participated in my child's treatment	101	88	1327	89
Social Connectedness	I have people that I am comfortable talking with about my child's problems	100	81	1320	85
	In a crisis, I would have the support I need from family or friends	99	74	1313	76
	I have people with whom I can do enjoyable things	100	78	1314	81
	I know people who will listen and understand me when I need to talk	100	79	1311	81
Functioning	My child is better at handling daily life	100	55	1305	57
	My child gets along better with family members	98	60	1280	58
	My child gets along better with friends and other people	101	52	1292	56
	My child is doing better in school and/or work	99	50	1292	57
	My child is better able to cope when things go wrong	101	50	1319	52
	My child is better able to do things he/she wants to do	101	52	1304	58
Outcomes	My child is better at handling daily life	100	55	1305	57
	My child gets along better with family members	98	60	1280	58
	My child gets along better with friends and other people	101	52	1292	56
	My child is doing better in school and/or work	99	50	1292	57
	My child is better able to cope when things go wrong	101	50	1319	52
	I am satisfied with our family life right now	101	55	1313	56
General Satisfaction	My family got the help we wanted for my child	101	66	1333	70
	My family got as much help as we needed for my child	101	58	1330	63
	I felt my child had someone to talk to when he/she was troubled	101	76	1302	78
	Overall, I am satisfied with the services my child received	102	75	1330	73
	The people helping my child stuck with us no matter what	98	74	1309	74
	The services my child and/or my family received were right for us	100	62	1324	67
	I am happy with my child's counselor or psychiatrist (new2018)	41	81	417	77

Note: There were no statistically significant differences in scores between the center and statewide.



Monadnock Family Services – Behavioral Outcomes

Three percent of Monadnock Family Services family member respondents reported that their child was arrested in the last 12 months, and 15% reported that their child's encounters with the police have been reduced. About 46% of respondents with children over age 14 reported that they and the CMHC staff had begun planning for the child's transition to adulthood. Ninety-seven percent of respondents reported that their child attended school in the last 12 months, and 13% reported that their child had been suspended or expelled in the last 12 months. Also, 38% of Monadnock Family Services respondents indicated that the number of days their child was in school has increased since starting to receive services. The table below compares the behavioral outcome results of Monadnock Family Services respondent children to the state. Overall, there were no statistically significant differences between the center and statewide.

Youth Client Behavioral Outcomes	Monadnock Family Services 2017-19 N=112		NH Statewide 2017-19 N=1,385	
	n	%	n	%
Arrests & police encounters (among those age 14 or older)				
Was your child arrested in the last 12 months? (% yes)	1	3	31	6
Was your child arrested during the 12 months prior to that? (%yes)	1	3	17	4
Was child arrested at all in the past 2 years? (%yes)	2	5	43	9
Over the last 12 months, have your child's encounters with the police...				
Been reduced	6	16	64	13
Stayed the same	3	8	35	7
Increased	4	11	21	4
Not applicable (My child had no police encounters this year or last year)	24	65	359	75
Transition Planning				
If your child is 14 years or older, has your family and CMHC staff started planning for your child's transition to adulthood? (%yes)	16	46	204	43
School attendance (among those 6 or older)				
Did your child attend school in the past 12 months? (%yes)	101	97	1260	97
Was your child expelled or suspended during the past 12 months? (%yes)	13	13	218	18
Was your child expelled or suspended during the past 12 months prior to that? (%yes)	12	12	170	14
Was child expelled or suspended at all in the past 2 years? (%yes)	18	18	283	23
Since starting to receive services, the number of days my child was in school...				
Has increased	22	38	204	31
Has stayed about the same	29	50	378	57
Has decreased	7	12	83	13

Note: There were no statistically significant differences between the center and statewide.



Community Council of Nashua

Summary of Adult and Family Member Consumer Surveys



Community Council of Nashua: 2017-2019 Adult Consumer Survey Results

Demographics

A total of 261 adult consumers from Community Council of Nashua responded to the client satisfaction survey in the last three years (2017-2019). Of these, 33% were male, 79% were White, and 15% were Hispanic/Latino (versus 5% statewide). The average age was 48.2 years. About 93% were still receiving services at the time of the survey and 94% have received services for a year or more. The table below compares the characteristics of Community Council of Nashua respondents to the state.

Adult Consumer Survey Respondent Characteristics	Community Council of Nashua 2017-19 N=261		NH Statewide 2017-19 N=2,359	
	n	%	n	%
Gender*				
Female ^{*(+)}	175	67	1437	61
Male ^{*(-)}	86	33	922	39
Age group				
Age 18-24	18	7	194	8
Age 25-44	78	30	710	30
Age 45-64	136	52	1195	51
Age 65+	29	11	255	11
Average age (SD, range)	48.2 (sd=14.3, range:18-81)		47.9 (sd=14.7, range:18-94)	
Race category				
American Indian/Alaska Native	11	5	132	6
Asian	4	2	22	1
Black or African American	9	4	54	2
Native Hawaiian/Pacific Islander ^{*(+)}	6	3	10	0
White (Caucasian) ^{*(-)}	200	79	2064	88
Other race ^{*(+)}	24	9	90	4
Ethnicity: Hispanic/Latino/Spanish*				
Yes-Hispanic/Latino ^{*(+)}	35	15	111	5
No-Not Hispanic/Latino ^{*(-)}	192	85	1998	95
Are you currently (still) getting mental health services from CMHC providers? (%yes)	230	93	2050	90
How long have you received mental health services from your community mental health providers?*				
Less than a year (less than 12 months)	15	6	237	10
1 year or more (at least 12 months)	233	94	2044	90

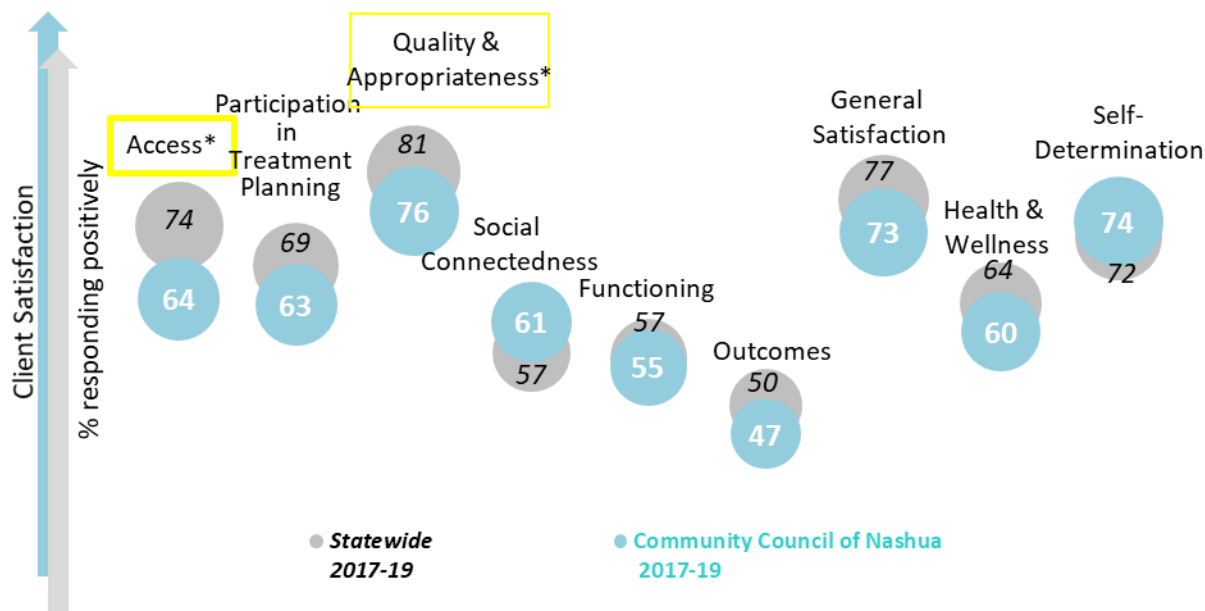
Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino.

Note: *p<0.05 statistically significant difference: ⁽⁺⁾ Center % higher than statewide, ⁽⁻⁾ Center % lower than statewide.



Satisfaction with Community Council of Nashua: Domain Scores with Comparisons to Statewide

Compared to the state overall, Community Council of Nashua had lower client satisfaction scores across seven of the nine domains. Two domains – access and quality and appropriateness – was statistically significantly lower for Community Council of Nashua clients compared to statewide. About 64% of Nashua respondents were positive about access to services, compared to 74% statewide. Also, 76% were positive about quality and appropriateness of services, compared to 81% statewide.



Note: *p<0.05 = statistically significant differences in scores between the center and statewide.

The table below provides additional details on the total number of respondents included in each domain for Community Council of Nashua and statewide, the percent responding positively, and the difference in scores.

	Community Council of Nashua 2017-19		Statewide 2017-19		
Satisfaction Domains	Total N	CMHC %	Total N	Statewide %	Difference
Access*	256	64	2321	74	-9.5
Participation in Treatment Planning	238	63	2183	69	-5.1
Quality and Appropriateness*	245	76	2258	81	-5.1
Social Connectedness	250	61	2276	57	4.1
Functioning	244	55	2268	57	-1.2
Outcomes	238	47	2193	50	-3.7
General Satisfaction	250	73	2304	77	-4.2
Health and Wellness (state added)	247	60	2178	64	-3.7
Self-Determination (state added)	252	74	2300	72	2.0

Note: *p<0.05 = statistically significant differences in scores between the center and statewide. A negative difference (in red) indicates the center scored significantly lower than statewide.



Satisfaction with Community Council of Nashua – Item-specific Scores by Domain

The table below shows the item-specific data for Community Council of Nashua across the last three years (2017-2019) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (*). The item added in 2018 is noted as such.

Adult Survey Items Results Summary		Community Council of Nashua 2017-19		Statewide 2017-19	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us	254	79.5	2284	81.6
	Staff were willing to see me as often as I felt it was necessary ^(*)	254	74	2308	80.2
	Staff returned my call in 24 hours ^(*)	247	65.6	2231	72.5
	Services were available at times that were good for me ^(*)	257	77	2316	82.2
	I was able to get all the services I thought I needed	255	69.1	2312	73.5
	I was able to see a psychiatrist when I wanted to ^(*)	246	59	2184	66.8
Participation in Treatment Planning	I felt comfortable asking questions about my treatment and medication	252	84.9	2301	84.9
	My beliefs were respected in my treatment and treatment plan	250	80	2278	83.3
	Staff saw me as an equal partner in my treatment plan	247	75.3	2295	79.6
	Staff were respectful of my sexual orientation, gender expression, and gender identity	210	91	1952	90
	Staff respected me as a whole person	250	83.2	2283	86.7
	My right to refuse treatment was respected	205	73.7	1790	74.6
	I, not staff, decided my treatment goals ^(*)	242	58.3	2213	64.2
Quality and Appropriateness	Staff here believed that I could grow, change, and recover	243	79.4	2242	81.0
	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	234	71	2107	73.0
	I felt free to complain	245	75.9	2219	77.8
	I was given information about how to file a complaint	219	52.1	1900	53.7
	I was given information about my rights ^(*)	245	72.2	2238	80.9
	Staff encouraged me to take responsibility for how I live my life	244	77	2216	80.3
	Staff told me what side effects to watch out for	238	68.5	2151	69.7
	Staff respected my wishes about who is and who is not to be given information about my treatment	242	86.4	2221	86.9
	Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)	217	85.7	1944	84.7
	Staff helped me obtain the information I needed so that I could take charge of managing my illness	246	72.4	2231	74.5
Social Connectedness	In a crisis, I have the support I need from family or friends	249	68.2	2281	70.6
	I am happy with the friendships I have	246	66.7	2242	65.9
	I have people with whom I can do enjoyable things	250	68.4	2266	67.8
	I feel I belong to my community	250	50.4	2245	45.9
	I know people who listen and understand me when I need to talk	253	71.1	2285	70.5
	When I need help right away, I know people I can call on	253	74.3	2291	73.3
Functioning	My symptoms are not bothering me as much	246	46	2271	51.1
	I do things that are more meaningful to me	245	61.7	2268	62.7



	I am better able to take care of my needs	246	61.4	2268	64.5
	I am better able to do things that I want to do	245	57.6	2277	59.1
	I am better able to manage my money and pay my bills	234	62.4	2121	59.3
	I feel hopeful about my future	244	55.7	2269	56.3
	I am better able to handle things when they go wrong	245	53.1	2264	54.2
Outcomes	My symptoms are not bothering me as much	246	46	2271	51.1
	I deal more effectively with daily problems	245	60.4	2266	64.0
	I am better able to control my life	244	62.3	2254	60.0
	I am better able to deal with crisis	244	54.9	2241	56.5
	I am getting along better with my family	234	55.9	2160	60.0
	I do better in social situations	243	43.2	2232	47.5
	I do better in school and/or work	134	41.8	1305	47
	My housing situation has improved	223	50.2	1972	53.0
General Satisfaction	I like the services that I have received	251	74.1	2303	78.8
	If I had other choices, I would still get services from this agency	247	72.1	2281	75.0
	I would recommend this agency to a friend or family member	243	72.4	2271	77.2
	I am happy with my counselor or psychiatrist (new2018)	181	77.9	1519	80.7
Self-Determination	I am able to stand up for myself to get what I need	252	71	2279	68.2
	I am free to choose the kinds of goals I want to pursue	249	77.5	2281	80.3
	I decide how involved I want to be in my treatment	252	79.7	2281	82.1
	I have people in my life who accept me for me	251	78.9	2296	78.9
	I have people in my life who respect my values and choices	252	75.4	2304	74.6
	I have a say in what happens to me when I am in crisis	246	70.7	2237	69.5
Health and Wellness	I was able to meet with a primary care medical provider to discuss my physical well-being ^{*(^)}	252	80.1	2187	84.7
	I have stopped smoking or am working toward stopping	154	53.9	1351	54.0
	I have been eating a more healthy diet	244	57.4	2189	57.6
	I have been more physically active ^{*(^)}	244	47.1	2223	53
	My medications have been helpful to me	249	75.9	2218	74.9
	I was (not) prescribed too many medications	227	65.2	2036	65.2

Note: The total number Ns or denominators are smaller for the item that was added in 2018.

Note: *p<0.05 statistically significant difference: ⁽⁺⁾ Center scored higher than statewide, ^(^) Center scored lower than statewide.



Community Council of Nashua – Behavioral Outcomes

About 83% of Community Council of Nashua adult respondents reported being unemployed at the time of the survey, which is significantly higher than statewide (75%). Six percent reported being arrested in the last 12 months, and 6% reported that their encounters with the police have been reduced. A significantly smaller proportion of respondents participated recovery support for substance misuse compared to statewide. Six percent of Nashua respondents reported attending either full- or part-time school. About 39% reported being current smokers, 17% used e-cigarettes, and 68% of current smokers were thinking of quitting within the next 6 months. The table below compares the behavioral outcome results of Community Council of Nashua respondents to the state.

Adult Consumer Survey Respondent Behavioral Outcomes	Community Council of Nashua 2017-19 N=261		NH Statewide 2017-19 N=2,359	
	n	%	n	%
Are you currently employed?*				
No ⁽⁺⁾	203	83	1679	75
Yes - full-time ⁽⁻⁾	5	2	127	6
Yes - part-time ⁽⁻⁾	36	15	418	19
Arrests & police encounters				
Were you arrested in the last 12 months? (% yes)	15	6	114	5
Were you arrested during the 12 months prior to that? (%yes)	17	7	158	7
Arrested at all in the past 2 years? (%yes)	30	12	233	10
Over the last 12 months, have your encounters with the police...				
Been reduced	16	6	187	8
Stayed the same	12	5	124	5
Increased	8	3	69	3
Not applicable	212	85	1894	83
Participation in community or social activities				
Spiritual/Religious	109	44	921	41
Community organizations/gym	57	23	582	26
Peer support center	29	12	356	16
Recovery support center for substance misuse ⁽⁻⁾	12	5	198	9
Volunteer work	37	15	423	19
Self-help groups (e.g., AA, overeaters anonymous, gamblers anonymous)	24	10	251	11
Other social activities	61	26	489	23
Attending school				
No school	230	94	2068	92
School Full-time	7	3	65	3
School Part-time	7	3	106	5
Smoking status (new 2016)				
What is your current smoking status (cigarettes, cigars, pipes)?				
Current smoker	98	39	887	39
Former smoker (smoked in the past but now quit)	73	29	640	28
Never smoked	81	32	750	33
Have you used an e-cigarette or other electronic vaping product in the past 30 days? (new 2019)				
No	67	83	561	85
Yes	14	17	101	15
If you are a current smoker or have used e-cigarettes in the past 30 days, are you thinking of quitting smoking within the next six months? (%yes)	61	68	500	59

Note: *p<0.05 statistically significant difference: ⁽⁺⁾ Center % higher than statewide, ⁽⁻⁾ Center % lower than statewide.



Community Council of Nashua: 2017-2019 Family Member Survey Results

Demographics

A total of 106 family members of children and youth clients who received services from Community Council of Nashua responded to the client satisfaction survey in the last three years (2017-2019). Of the children whose family member responded, 46% were male, 79% were White (versus 91% statewide), and 22% were Hispanic/Latino (versus 8% statewide). The average age was 13 years. About 75% have received services for more than 1 year. The table below compares the characteristics of Community Council of Nashua youth clients to the state.

Characteristics of Children & Youth Clients	Community Council of Nashua 2017-19 N=106		NH Statewide 2017-19 N=1,385	
	n	%	n	%
Gender				
Female	57	54	634	46
Male	49	46	751	54
Age group*				
age 0-5*(-)	2	2	49	4
age 6-11*(-)	29	27	580	42
age 12 or older*(+)	75	71	756	55
Average age (SD, range)	13.0 (sd=3.3, range=4-18)		11.9 (sd=3.6, range=2-18)	
Race category				
American Indian/Alaska Native	3	3	29	2
Asian	2	2	16	1
Black or African American	7	7	64	5
Native Hawaiian/Pacific Islander	0	0	5	0
White (Caucasian)*(-)	83	78	1254	91
Other race*(+)	8	8	45	3
Either of child's parent is Spanish/Hispanic/Latino*				
Yes-Hispanic/Latino*(+)	23	22	102	8
No-Not Hispanic/Latino*(-)	80	78	1256	92
How long has your child received services from this Center?*				
Less than 1 month*(-)	2	2	42	3
1-5 months*(=)	11	10	142	10
6 months-1 year*(-)	13	12	324	24
More than 1 year*(+)	79	75	855	63
Have you been informed of other family programs such as NAMI-NH, Easter Seals, Family Voices, Granite State Federation of Families, Safe Schools/Healthy Students, Project Aware, etc.?				
No	75	71	878	64
Yes	31	29	484	36

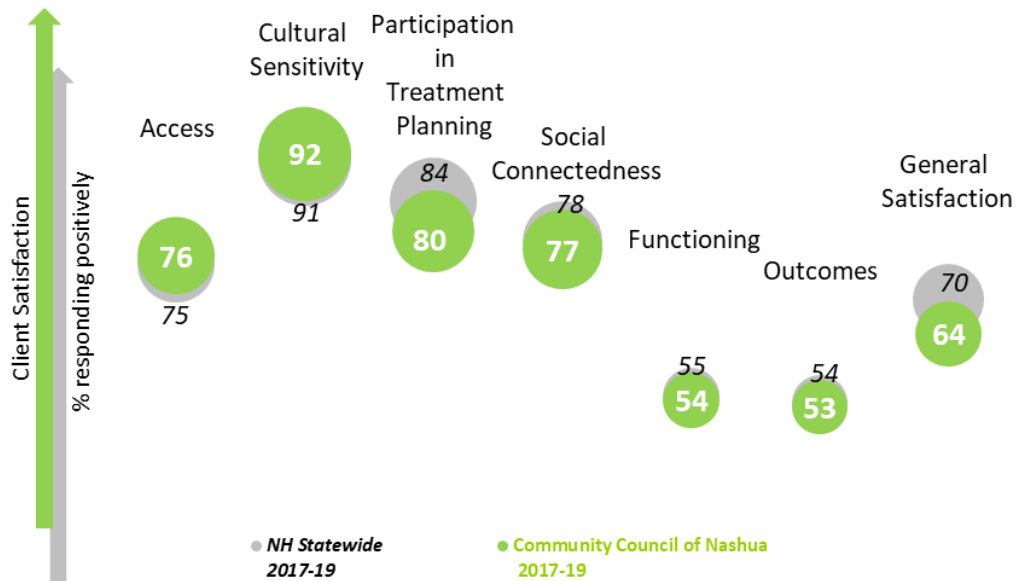
Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino.

Note: *p<0.05 statistically significant difference: (+) Center % higher than statewide, (-) Center % lower than statewide.



Satisfaction with Community Council of Nashua: Domain Scores with Comparisons to Statewide

Compared to the state overall, Community Council of Nashua had similar satisfaction scores across all domains. There were no statistically significant differences in any of the domain scores between the center and statewide.



Note: There were no statistically significant differences in scores between the center and statewide.

The table below provides additional details on the total number of family member respondents included in each domain for Community Council of Nashua and statewide, the percent responding positively, and the difference in scores.

	Community Council of Nashua 2017-19		NH Statewide 2017-19		
Satisfaction Domains	Total N	CMHC %	Total N	Statewide %	Difference
Access	105	76	1368	75	1.4
Cultural Sensitivity	82	92	1025	91	0.9
Participation in Treatment Planning	104	80	1366	84	-4.6
Social Connectedness	105	77	1354	78	-1.3
Functioning	103	54	1352	55	-0.7
Outcomes	103	53	1352	54	-0.6
General Satisfaction	104	64	1367	70	-5.1

Note: There were no statistically significant differences in scores between the center and statewide.



Satisfaction with Community Council of Nashua – Item-specific Scores by Domain

The table below shows the item-specific data for Community Council of Nashua across the last three years (2017-2019) combined with comparison to three-year combined statewide data. There were no statistically significant differences in item-specific scores between the center and statewide. The item added in 2018 is noted as such.

Family Member Survey Items Results Summary		Community Council of Nashua 2017-2019		Statewide 2017-2019	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us	119	87	1330	86
	Services were available at times that were convenient for us	117	81	1329	78
Cultural Sensitivity	Staff spoke with me in a way that I understood	118	87	1325	91
	Staff treated me with respect	120	89	1332	93
	Staff respected my family's religious/spiritual beliefs	94	93	957	88
	Staff were sensitive to my cultural/ethnic background	94	92	917	87
Participation in Treatment Planning	I helped to choose my child's services	117	76	1316	82
	I helped to choose my child's treatment goals	115	76	1323	82
	I participated in my child's treatment	119	86	1327	89
Social Connectedness	I have people that I am comfortable talking with about my child's problems	118	83	1320	85
	In a crisis, I would have the support I need from family or friends	114	76	1313	76
	I have people with whom I can do enjoyable things	117	84	1314	81
	I know people who will listen and understand me when I need to talk	119	80	1311	81
Functioning	My child is better at handling daily life	115	53	1305	57
	My child gets along better with family members	113	55	1280	58
	My child gets along better with friends and other people	115	60	1292	56
	My child is doing better in school and/or work	115	60	1292	57
	My child is better able to cope when things go wrong	118	48	1319	52
	My child is better able to do things he/she wants to do	116	60	1304	58
Outcomes	My child is better at handling daily life	115	53	1305	57
	My child gets along better with family members	113	55	1280	58
	My child gets along better with friends and other people	115	60	1292	56
	My child is doing better in school and/or work	115	60	1292	57
	My child is better able to cope when things go wrong	118	48	1319	52
	I am satisfied with our family life right now	113	56	1313	56
General Satisfaction	My family got the help we wanted for my child	118	70	1333	70
	My family got as much help as we needed for my child	117	60	1330	63
	I felt my child had someone to talk to when he/she was troubled	115	77	1302	78
	Overall, I am satisfied with the services my child received	114	75	1330	73
	The people helping my child stuck with us no matter what	115	70	1309	74
	The services my child and/or my family received were right for us	114	68	1324	67
	I am happy with my child's counselor or psychiatrist (new2018)	25	68	417	77

Note: There were no statistically significant differences in scores between the center and statewide.



Community Council of Nashua – Behavioral Outcomes

Fifteen percent of Community Council of Nashua family member respondents reported that their child was arrested in the last 12 months (versus 6%) and 20% were arrested at all in the past two years (versus 9% statewide). About 23% reported that their child's encounters with the police have been reduced. About 31% of respondents with children over age 14 reported that they and the CMHC staff had begun planning for the child's transition to adulthood. Ninety-six percent of Community Council of Nashua respondents reported that their child attended school in the last 12 months, and 19% reported that their child had been suspended or expelled in the last 12 months. A significantly higher 25% noted that their child was expelled or suspended in the past 12 months prior compared to 14% statewide. Also, 36% of Nashua respondents indicated that the number of days their child was in school has increased since starting to receive services. The table below compares the behavioral outcome results of Nashua respondent children to the state.

Youth Client Behavioral Outcomes	Community Council of Nashua 2017-19 N=106		NH Statewide 2017-19 N=1,385	
	n	%	n	%
Arrests & police encounters (among those age 14 or older)				
Was your child arrested in the last 12 months? (% yes) ^{*(+)}	8	15	31	6
Was your child arrested during the 12 months prior to that? (%yes) ^{*(+)}	5	9	17	4
Was child arrested at all in the past 2 years? (%yes) ^{*(+)}	11	20	43	9
Over the last 12 months, have your child's encounters with the police...				
Been reduced	12	23	64	13
Stayed the same	3	6	35	7
Increased	3	6	21	4
Not applicable (My child had no police encounters this year or last year)	34	65	359	75
Transition Planning				
If your child is 14 years or older, has your family and CMHC staff started planning for your child's transition to adulthood? (%yes)	16	31	204	43
School attendance (among those 6 or older)				
Did your child attend school in the past 12 months? (%yes)	98	96	1260	97
Was your child expelled or suspended during the past 12 months? (%yes)	18	19	218	18
Was your child expelled or suspended during the past 12 months prior to that? (%yes) ^{*(+)}	24	25	170	14
Was child expelled or suspended at all in the past 2 years? (%yes)	27	28	283	23
Since starting to receive services, the number of days my child was in school...				
Has increased	16	30	204	31
Has stayed about the same	29	54	378	57
Has decreased	9	17	83	13

Note: *p<0.05 statistically significant difference: (+) Center % higher than statewide, (-) Center % lower than statewide.



Mental Health Center of Greater Manchester

Summary of Adult and Family Member Consumer Surveys



Mental Health Center of Greater Manchester: 2017-2019 Adult Consumer Survey Results

Demographics

A total of 400 adult consumers from Mental Health Center of Greater Manchester responded to the client satisfaction survey in the last three years (2017-2019). Of these, 44% were male, 79% were White (versus 89% statewide), and 9% were Hispanic/Latino (versus 5% statewide). The average age was 47.6 years. About 91% were still receiving services at the time of the survey and 91% have received services for a year or more. The table below compares the characteristics of Greater Manchester respondents to the state.

Adult Consumer Survey Respondent Characteristics	Mental Health Center of Greater Manchester 2017-19 N=400		NH Statewide 2017-19 N=2,359	
	n	%	n	%
Gender*				
Female* ⁽⁻⁾	225	56	1437	61
Male* ⁽⁺⁾	175	44	922	39
Age group				
Age 18-24	37	9	194	8
Age 25-44	114	29	710	30
Age 45-64	200	51	1195	51
Age 65+	44	11	255	11
Average age (SD, range)	47.6 (sd=15, range:18-86.6)		47.9 (sd=14.7, range:18-94)	
Race category				
American Indian/Alaska Native	23	6	132	6
Asian	5	1	22	1
Black or African American* ⁽⁺⁾	21	6	54	8
Native Hawaiian/Pacific Islander	1	0	10	0
White (Caucasian) * ⁽⁻⁾	309	79	2064	88
Other race	21	5	90	4
Ethnicity: Hispanic/Latino/Spanish*				
Yes-Hispanic/Latino* ⁽⁺⁾	33	9	111	5
No-Not Hispanic/Latino* ⁽⁻⁾	322	91	1998	95
Are you currently (still) getting mental health services from CMHC providers? (%yes)	347	91	2050	90
How long have you received mental health services from your community mental health providers?				
Less than a year (less than 12 months)	35	9	237	10
1 year or more (at least 12 months)	350	91	2044	90

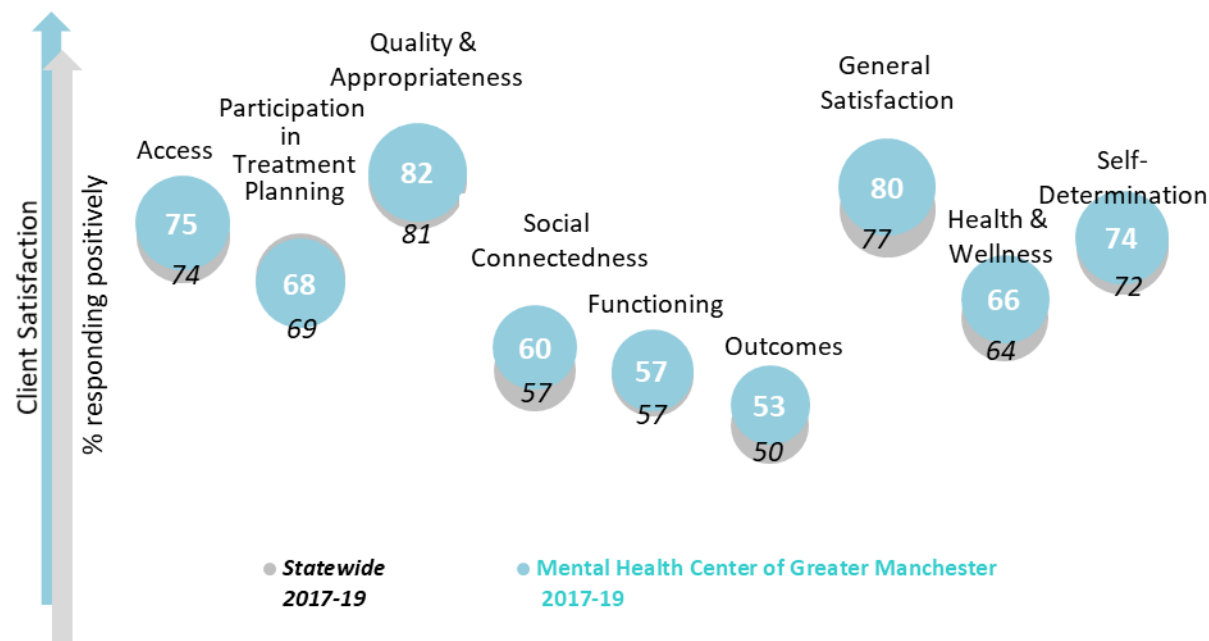
Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino.

Note: *p<0.05 statistically significant difference: ⁽⁺⁾ Center % higher than statewide, ⁽⁻⁾ Center % lower than statewide.



Satisfaction with Mental Health Center of Greater Manchester: Domain Scores with Comparisons to Statewide

Compared to the state overall, Mental Health Center of Greater Manchester had similar satisfaction scores across all of the nine domains. There were no statistically significant differences in scores between the center and statewide.



Note: There were no statistically significant differences in scores between the center and statewide

The table below provides additional details on the total number of respondents included in each domain for Greater Manchester and statewide, the percent responding positively, and the difference in scores.

Satisfaction Domains	Mental Health Center of Greater Manchester 2017-19		Statewide 2017-19		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	397	75	2321	74	1.7
Participation in Treatment Planning	369	68	2183	69	-0.7
Quality and Appropriateness	381	82	2258	81	1.0
Social Connectedness	387	60	2276	57	2.8
Functioning	380	57	2268	57	0.6
Outcomes	371	53	2193	50	2.5
General Satisfaction	389	80	2304	77	2.7
Health and Wellness (state added)	372	66	2178	64	2.3
Self-Determination (state added)	388	74	2300	72	1.3

Note: There were no statistically significant differences in scores between the center and statewide



Satisfaction with Mental Health Center of Greater Manchester – Item-specific Scores by Domain

The table below shows the item-specific data for Mental Health Center of Greater Manchester across the last three years (2017-2019) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (*). The item added in 2018 is noted as such.

Adult Survey Items Results Summary		Mental Health Center of Greater Manchester 2017-19		Statewide 2017-19	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us ^(*)	393	76.8	2284	81.6
	Staff were willing to see me as often as I felt it was necessary ^(*)	396	85.3	2308	80.2
	Staff returned my call in 24 hours ^(*)	387	77	2231	72.5
	Services were available at times that were good for me	391	85.2	2316	82.2
	I was able to get all the services I thought I needed ^(*)	394	78.1	2312	73.5
	I was able to see a psychiatrist when I wanted to	378	70.3	2184	66.8
Participation in Treatment Planning	I felt comfortable asking questions about my treatment and medication	395	86.6	2301	84.9
	My beliefs were respected in my treatment and treatment plan	388	83.8	2278	83.3
	Staff saw me as an equal partner in my treatment plan	389	82	2295	79.6
	Staff were respectful of my sexual orientation, gender expression, and gender identity	342	90.7	1952	90
	Staff respected me as a whole person	385	89.6	2283	86.7
	My right to refuse treatment was respected	302	77.1	1790	74.6
	I, not staff, decided my treatment goals	372	64	2213	64.2
Quality and Appropriateness	Staff here believed that I could grow, change, and recover	383	82.8	2242	81.0
	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	347	70.3	2107	73.0
	I felt free to complain	373	81.3	2219	77.8
	I was given information about how to file a complaint	318	55.4	1900	53.7
	I was given information about my rights	373	79.9	2238	80.9
	Staff encouraged me to take responsibility for how I live my life	376	81.1	2216	80.3
	Staff told me what side effects to watch out for	376	72	2151	69.7
	Staff respected my wishes about who is and who is not to be given information about my treatment	370	88.9	2221	86.9
	Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)	335	84.2	1944	84.7
	Staff helped me obtain the information I needed so that I could take charge of managing my illness	380	75.8	2231	74.5
Social Connectedness	In a crisis, I have the support I need from family or friends	383	72.9	2281	70.6
	I am happy with the friendships I have	380	68.1	2242	65.9
	I have people with whom I can do enjoyable things	385	68.1	2266	67.8
	I feel I belong to my community	380	49.5	2245	45.9



	I know people who listen and understand me when I need to talk	387	73.4	2285	70.5
	When I need help right away, I know people I can call on ^{*(+)}	386	78	2291	73.3
Functioning	My symptoms are not bothering me as much	377	54.1	2271	51.1
	I do things that are more meaningful to me	380	62.1	2268	62.7
	I am better able to take care of my needs	377	66.8	2268	64.5
	I am better able to do things that I want to do	386	61.9	2277	59.1
	I am better able to manage my money and pay my bills	364	61	2121	59.3
	I feel hopeful about my future	384	59.9	2269	56.3
	I am better able to handle things when they go wrong	382	57.1	2264	54.2
Outcomes	My symptoms are not bothering me as much	377	54.1	2271	51.1
	I deal more effectively with daily problems	380	63.7	2266	64.0
	I am better able to control my life	379	60.7	2254	60.0
	I am better able to deal with crisis	369	57.4	2241	56.5
	I am getting along better with my family	369	64.2	2160	60.0
	I do better in social situations	374	50.3	2232	47.5
	I do better in school and/or work ^{*(+)}	237	52.7	1305	47
	My housing situation has improved	344	55.5	1972	53.0
General Satisfaction	I like the services that I have received	390	81.3	2303	78.8
	If I had other choices, I would still get services from this agency	384	76.9	2281	75.0
	I would recommend this agency to a friend or family member	384	79.5	2271	77.2
	I am happy with my counselor or psychiatrist (new2018)	247	80.6	1519	80.7
Self-Determination	I am able to stand up for myself to get what I need	384	68.7	2279	68.2
	I am free to choose the kinds of goals I want to pursue	381	79.8	2281	80.3
	I decide how involved I want to be in my treatment	382	82.2	2281	82.1
	I have people in my life who accept me for me	389	80.4	2296	78.9
	I have people in my life who respect my values and choices ^{*(+)}	390	79.7	2304	74.6
	I have a say in what happens to me when I am in crisis	369	70.2	2237	69.5
Health and Wellness	I was able to meet with a primary care medical provider to discuss my physical well-being	369	87.6	2187	84.7
	I have stopped smoking or am working toward stopping	238	56.3	1351	54.0
	I have been eating a more healthy diet ^{*(+)}	373	63.3	2189	57.6
	I have been more physically active	381	54.6	2223	53
	My medications have been helpful to me	375	77.1	2218	74.9
	I was (not) prescribed too many medications	349	61.6	2036	65.2

Note: The total number Ns or denominators are smaller for the item that was added in 2018.

Note: *p<0.05 statistically significant difference: ⁽⁺⁾ Center scored higher than statewide, ⁽⁻⁾ Center scored lower than statewide.



Mental Health Center of Greater Manchester – Behavioral Outcomes

About 73% of Mental Health Center of Greater Manchester respondents reported being unemployed at the time of the survey. Five percent reported being arrested in the last 12 months, and 7% reported that their encounters with the police have been reduced. A smaller proportion of respondents reported participating in other social activities compared to statewide. Nine percent reported attending either full- or part-time school. About 40% of respondents reported they are current smokers, 14% used e-cigarettes, and 55% of current smokers were thinking of quitting within the next 6 months. The table below compares the behavioral outcome results of Greater Manchester respondents to the state.

Adult Consumer Survey Respondent Behavioral Outcomes	Mental Health Center of Greater Manchester 2017-19 N=400		NH Statewide 2017-19 N=2,359	
	n	%	n	%
Are you currently employed?				
No	273	73	1679	75
Yes - full-time	23	6	127	6
Yes - part-time	76	20	418	19
Arrests & police encounters				
Were you arrested in the last 12 months? (% yes)	20	5	114	5
Were you arrested during the 12 months prior to that? (%yes)	35	9	158	7
Arrested at all in the past 2 years? (%yes)	47	12	233	10
Over the last 12 months, have your encounters with the police...				
Been reduced	28	7	187	8
Stayed the same	21	6	124	5
Increased	7	2	69	3
Not applicable	325	85	1894	83
Participation in community or social activities				
Spiritual/Religious	161	43	921	41
Community organizations/gym	101	27	582	26
Peer support center	48	13	356	16
Recovery support center for substance misuse	39	11	198	9
Volunteer work	58	16	423	19
Self-help groups (e.g., AA, overeaters anonymous, gamblers anonymous)	47	13	251	11
Other social activities ⁽⁺⁾	67	19	489	23
Attending school				
No school	341	91	2068	92
School Full-time	12	3	65	3
School Part-time	22	6	106	5
Smoking status (new 2016)				
What is your current smoking status (cigarettes, cigars, pipes)?				
Current smoker	154	40	887	39
Former smoker (smoked in the past but now quit)	90	24	640	28
Never smoked	137	36	750	33
Have you used an e-cigarette or other electronic vaping product in the past 30 days? (new 2019)				
No	83	86	561	85
Yes	14	14	101	15
If you are a current smoker or have used e-cigarettes in the past 30 days, are you thinking of quitting smoking within the next six months? (%yes)	80	55	500	59

Note: *p<0.05 statistically significant difference: ⁽⁺⁾ Center % higher than statewide, ⁽⁻⁾ Center % lower than statewide.



Mental Health Center of Greater Manchester: 2017-2019 Family Member Survey Results

Demographics

A total of 168 family members of children and youth clients who received services from Mental Health Center of Greater Manchester responded to the client satisfaction survey in the last three years (2017-2019). Of the children whose family member responded, 55% were male, 85% were White, and 16% were Hispanic/Latino. The average age was 12.3 years. About 62% have received services for more than 1 year. The table below compares the characteristics of Mental Health Center of Greater Manchester youth clients to the state.

Characteristics of Children & Youth Clients	Mental Health Center of Greater Manchester 2017-19 N=168		NH Statewide 2017-19 N=1,385	
	n	%	n	%
Gender				
Female	75	45	634	46
Male	93	55	751	54
Age group				
age 0-5	4	2	49	4
age 6-11	66	39	580	42
age 12 or older	98	58	756	55
Average age (SD, range)	12.3 (sd=3.5, range=4-18)		11.9 (sd=3.6, range=2-18)	
Race category				
American Indian/Alaska Native	2	1	29	2
Asian	1	1	16	1
Black or African American	12	7	64	5
Native Hawaiian/Pacific Islander	2	1	5	0
White (Caucasian)*(-)	142	85	1254	91
Other race*(+)	12	7	45	3
Either of child's parent is Spanish/Hispanic/Latino*				
Yes-Hispanic/Latino	26	16	102	8
No-Not Hispanic/Latino	138	84	1256	92
How long has your child received services from this Center?				
Less than 1 month	4	2	42	3
1-5 months	24	14	142	10
6 months-1 year	35	21	324	24
More than 1 year	104	62	855	63
Have you been informed of other family programs such as NAMI-NH, Easter Seals, Family Voices, Granite State Federation of Families, Safe Schools/Healthy Students, Project Aware, etc.?				
No	114	68	878	64
Yes	53	32	484	36

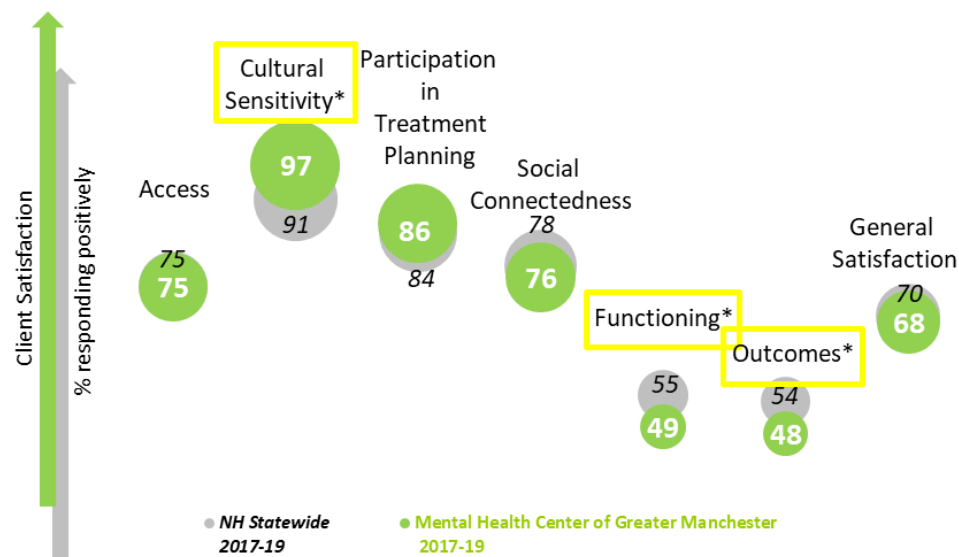
Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino.

Note: *p<0.05 statistically significant difference: ⁽⁺⁾ Center % higher than statewide, ⁽⁻⁾ Center % lower than statewide



Satisfaction with Mental Health Center of Greater Manchester: Domain Scores with Comparisons to Statewide

Compared to the state overall, Mental Health Center of Greater Manchester had lower family member respondent satisfaction scores across four of the seven domains. Two of the domains – outcomes and general satisfaction –were statistically significantly lower at Greater Manchester, compared to statewide. About 49% of family members at Greater Manchester were satisfied in the functioning versus 55% statewide and 48% were satisfied with outcomes versus 54% statewide. However, Greater Manchester family members reported significantly higher satisfaction with cultural sensitivity (97% versus 91% statewide).



*p<0.05= statistically significant differences in scores between the center and statewide.

The table below provides additional details on the total number of family member respondents included in each domain for Mental Health Center of Greater Manchester and statewide, the percent responding positively, and the difference in scores.

Satisfaction Domains	Mental Health Center of Greater Manchester 2017-19		NH Statewide 2017-19		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	166	75	1368	75	-0.1
Cultural Sensitivity*	123	97	1025	91	6.1
Participation in Treatment Planning	167	86	1366	84	1.8
Social Connectedness	165	76	1354	78	-2.0
Functioning*	164	49	1352	55	-5.7
Outcomes*	164	48	1352	54	-5.8
General Satisfaction	167	68	1367	70	-1.2

Note: *p<0.05= statistically significant difference in scores between the center and statewide. A negative difference (in red) indicates the center scored significantly lower than statewide.



Satisfaction with Mental Health Center of Greater Manchester – Item-specific Scores by Domain

The table below shows the item-specific data for Mental Health Center of Greater Manchester across the last three years (2017-2019) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (*). The item added in 2018 is noted as such.

Family Member Survey Items Results Summary		Mental Health Center of Greater Manchester 2017-2019		Statewide 2017-2019	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us	184	80	1330	86
	Services were available at times that were convenient for us	184	76	1329	78
Cultural Sensitivity	Staff spoke with me in a way that I understood	183	92	1325	91
	Staff treated me with respect	185	91	1332	93
	Staff respected my family's religious/spiritual beliefs	127	91	957	88
	Staff were sensitive to my cultural/ethnic background	121	89	917	87
Participation in Treatment Planning	I helped to choose my child's services	182	80	1316	82
	I helped to choose my child's treatment goals	185	78	1323	82
	I participated in my child's treatment	183	90	1327	89
Social Connectedness	I have people that I am comfortable talking with about my child's problems	181	84	1320	85
	In a crisis, I would have the support I need from family or friends	182	75	1313	76
	I have people with whom I can do enjoyable things	183	77	1314	81
	I know people who will listen and understand me when I need to talk	181	81	1311	81
Functioning	My child is better at handling daily life	180	48	1305	57
	My child gets along better with family members	178	47	1280	58
	My child gets along better with friends and other people	178	48	1292	56
	My child is doing better in school and/or work	176	49	1292	57
	My child is better able to cope when things go wrong	182	50	1319	52
	My child is better able to do things he/she wants to do	179	51	1304	58
Outcomes	My child is better at handling daily life	180	48	1305	57
	My child gets along better with family members	178	47	1280	58
	My child gets along better with friends and other people	178	48	1292	56
	My child is doing better in school and/or work	176	49	1292	57
	My child is better able to cope when things go wrong	182	50	1319	52
	I am satisfied with our family life right now	183	51	1313	56
General Satisfaction	My family got the help we wanted for my child	186	66	1333	70
	My family got as much help as we needed for my child	186	60	1330	63
	I felt my child had someone to talk to when he/she was troubled	178	70	1302	78
	Overall, I am satisfied with the services my child received	185	67	1330	73
	The people helping my child stuck with us no matter what	181	69	1309	74
	The services my child and/or my family received were right for us	184	63	1324	67
	I am happy with my child's counselor or psychiatrist (new2018)	55	78	417	77

Note: There were no statistically significant differences in scores between the center and statewide



Mental Health Center of Greater Manchester – Behavioral Outcomes

About 7% of Mental Health Center of Greater Manchester family member respondents reported that their child was arrested in the last 12 months, and 12% reported that their child's encounters with the police have been reduced. About 37% of respondents with children over age 14 reported that they and the CMHC staff had begun planning for the child's transition to adulthood. Ninety-five percent of Greater Manchester respondents reported that their child attended school in the last 12 months, and a significantly higher 24% reported that their child had been suspended or expelled in the last 12 months (versus 18% statewide). Also, 37% of Greater Manchester respondents indicated that the number of days their child was in school has increased since starting to receive services. The table below compares the behavioral outcome results of Greater Manchester respondent children to the state.

Youth Client Behavioral Outcomes	Mental Health Center of Greater Manchester 2017-19 N=168		NH Statewide 2017-19 N=1,385	
	n	%	n	%
Arrests & police encounters (among those age 14 or older)				
Was your child arrested in the last 12 months? (% yes)	4	7	31	6
Was your child arrested during the 12 months prior to that? (%yes)	3	5	17	4
Was child arrested at all in the past 2 years? (%yes)	7	11	43	9
Over the last 12 months, have your child's encounters with the police...				
Been reduced	7	12	64	13
Stayed the same	3	5	35	7
Increased	2	4	21	4
Not applicable (My child had no police encounters this year or last year)	45	79	359	75
Transition Planning				
If your child is 14 years or older, has your family and CMHC staff started planning for your child's transition to adulthood? (%yes)	22	37	204	43
School attendance (among those 6 or older)				
Did your child attend school in the past 12 months? (%yes)	154	95	1260	97
Was your child expelled or suspended during the past 12 months? (%yes) ^{*(+)}	37	24	218	18
Was your child expelled or suspended during the past 12 months prior to that? (%yes)	26	17	170	14
Was child expelled or suspended at all in the past 2 years? (%yes)	43	28	283	23
Since starting to receive services, the number of days my child was in school...				
Has increased	30	37	204	31
Has stayed about the same	40	49	378	57
Has decreased	11	14	83	13

Note: *p<0.05 statistically significant difference: ⁽⁺⁾ Center % higher than statewide, ⁽⁻⁾ Center % lower than statewide.



Seacoast Mental Health Center

Summary of Adult and Family Member Consumer Surveys



Seacoast Mental Health Center: 2017-2019 Adult Consumer Survey Results

Demographics

A total of 222 adult consumers from Seacoast Mental Health Center responded to the client satisfaction survey in the last three years (2017-2019). Of these, 34% were male, 95% were White (versus 89% statewide), and 2% were Hispanic/Latino. The average age was 48.6 years. About 89% were still receiving services at the time of the survey and 81% have received services for a year or more (versus 90% statewide). The table below compares the characteristics of Seacoast Mental Health Center respondents to the state.

Adult Consumer Survey Respondent Characteristics	Seacoast Mental Health Center 2017-19 N=222		NH Statewide 2017-19 N=2,359	
	n	%	n	%
Gender				
Female	147	66	1437	61
Male	75	34	922	39
Age group				
Age 18-24	18	8	194	8
Age 25-44	62	28	710	30
Age 45-64	118	53	1195	51
Age 65+	24	11	255	11
Average age (SD, range)	48.6 (sd=14.7, range:18-82.9)		47.9 (sd=14.7, range:18-94)	
Race category				
American Indian/Alaska Native	8	4	132	6
Asian	1	1	22	1
Black or African American	4	2	54	8
Native Hawaiian/Pacific Islander	1	1	10	0
White (Caucasian)*(+)	210	95	2064	88
Other race	4	2	90	4
Ethnicity: Hispanic/Latino/Spanish				
Yes-Hispanic/Latino	5	2	111	5
No-Not Hispanic/Latino	201	98	1998	95
Are you currently (still) getting mental health services from CMHC providers? (%yes)	193	89	2050	90
How long have you received mental health services from your community mental health providers?*				
Less than a year (less than 12 months)*(+)	42	19	237	10
1 year or more (at least 12 months)*(-)	176	81	2044	90

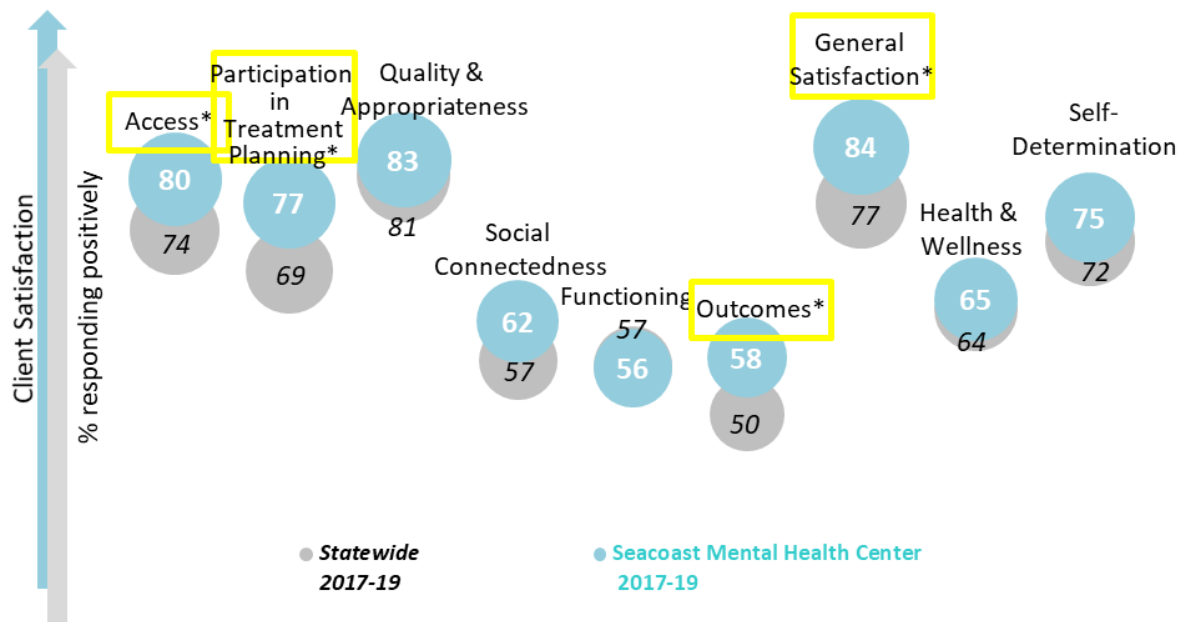
Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino.

Note: *p<0.05 statistically significant difference: ⁽⁺⁾ Center % higher than statewide, ⁽⁻⁾ Center % lower than statewide.



Satisfaction with Seacoast Mental Health Center: Domain Scores with Comparisons to Statewide

Compared to the state overall, Seacoast Mental Health Center had higher or similar client satisfaction scores across all nine domains. Four of the domains – access, participation in treatment planning, outcomes, and general satisfaction – was statistically significantly higher at Seacoast Mental Health Center. About 80% of Seacoast clients responded positively to access (versus 74% statewide), 77% were positive about participation in treatment planning (versus 69% statewide), 58% were positive about outcomes (50% statewide), and 84% were generally satisfied (versus 77% statewide).



Note: *p<0.05 = statistically significant differences in scores between the center and statewide.

The table below provides additional details on the total number of respondents included in each domain for Seacoast Mental Health and statewide, the percent responding positively, and the difference in scores.

	Seacoast Mental Health Center 2017-19		Statewide 2017-19		
Satisfaction Domains	Total N	CMHC %	Total N	Statewide %	Difference
Access*	216	80	2321	74	6.5
Participation in Treatment Planning*	200	77	2183	69	8.5
Quality and Appropriateness	206	83	2258	81	1.9
Social Connectedness	214	62	2276	57	5.0
Functioning	214	56	2268	57	-0.4
Outcomes*	207	58	2193	50	7.2
General Satisfaction*	215	84	2304	77	7.2
Health and Wellness (state added)	193	65	2178	64	1.2
Self-Determination (state added)	214	75	2300	72	3.0

Note: *p<0.05 = statistically significant difference in scores between the center and statewide. A positive difference (in green) indicates the center scored significantly higher than statewide.



Satisfaction with Seacoast Mental Health Center – Item-specific Scores by Domain

The table below shows the item-specific data for Seacoast Mental Health Center across the last three years (2017-2019) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (*). The item added in 2018 is noted as such.

Adult Survey Items Results Summary		Seacoast Mental Health Center 2017-19		Statewide 2017-19	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us	216	82.9	2284	81.6
	Staff were willing to see me as often as I felt it was necessary ^{*(+)}	214	85.5	2308	80.2
	Staff returned my call in 24 hours	207	75.8	2231	72.5
	Services were available at times that were good for me	218	82.1	2316	82.2
	I was able to get all the services I thought I needed	216	77.7	2312	73.5
	I was able to see a psychiatrist when I wanted to ^{*(+)}	205	77.1	2184	66.8
Participation in Treatment Planning	I felt comfortable asking questions about my treatment and medication ^{*(+)}	216	91.2	2301	84.9
	My beliefs were respected in my treatment and treatment plan	214	86.5	2278	83.3
	Staff saw me as an equal partner in my treatment plan	219	83.1	2295	79.6
	Staff were respectful of my sexual orientation, gender expression, and gender identity ^{*(+)}	186	94.6	1952	90
	Staff respected me as a whole person	216	90.7	2283	86.7
	My right to refuse treatment was respected ^{*(+)}	155	82	1790	74.6
	I, not staff, decided my treatment goals	203	67	2213	64.2
Quality and Appropriateness	Staff here believed that I could grow, change, and recover	210	81.5	2242	81.0
	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	190	68.5	2107	73.0
	I felt free to complain	205	82	2219	77.8
	I was given information about how to file a complaint	163	55.8	1900	53.7
	I was given information about my rights	203	80.8	2238	80.9
	Staff encouraged me to take responsibility for how I live my life	204	77.4	2216	80.3
	Staff told me what side effects to watch out for	192	73.4	2151	69.7
	Staff respected my wishes about who is and who is not to be given information about my treatment	201	87.5	2221	86.9
	Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)	177	88.7	1944	84.7
	Staff helped me obtain the information I needed so that I could take charge of managing my illness	206	76.7	2231	74.5
Social Connectedness	In a crisis, I have the support I need from family or friends	215	73.9	2281	70.6
	I am happy with the friendships I have	211	66.8	2242	65.9
	I have people with whom I can do enjoyable things	212	72.2	2266	67.8
	I feel I belong to my community	213	48.4	2245	45.9
	I know people who listen and understand me when I need to talk	213	69	2285	70.5



	When I need help right away, I know people I can call on	218	73	2291	73.3
Functioning	My symptoms are not bothering me as much	217	56.2	2271	51.1
	I do things that are more meaningful to me	215	64.2	2268	62.7
	I am better able to take care of my needs	216	65.2	2268	64.5
	I am better able to do things that I want to do	215	60.9	2277	59.1
	I am better able to manage my money and pay my bills	198	61.2	2121	59.3
	I feel hopeful about my future	214	60.3	2269	56.3
	I am better able to handle things when they go wrong	216	57.9	2264	54.2
Outcomes	My symptoms are not bothering me as much	217	56.2	2271	51.1
	I deal more effectively with daily problems ^{*(+)}	214	71	2266	64.0
	I am better able to control my life	214	65	2254	60.0
	I am better able to deal with crisis	211	61.2	2241	56.5
	I am getting along better with my family	202	60.4	2160	60.0
	I do better in social situations	212	49.6	2232	47.5
	I do better in school and/or work	133	52.6	1305	47
	My housing situation has improved	177	53.1	1972	53.0
General Satisfaction	I like the services that I have received ^{*(+)}	216	85.7	2303	78.8
	If I had other choices, I would still get services from this agency ^{*(+)}	216	81.1	2281	75.0
	I would recommend this agency to a friend or family member ^{*(+)}	211	84.9	2271	77.2
	I am happy with my counselor or psychiatrist (new2018) ^{*(+)}	159	89.3	1519	80.7
Self-Determination	I am able to stand up for myself to get what I need	210	70.4	2279	68.2
	I am free to choose the kinds of goals I want to pursue	216	80.6	2281	80.3
	I decide how involved I want to be in my treatment	213	86.4	2281	82.1
	I have people in my life who accept me for me	215	81.9	2296	78.9
	I have people in my life who respect my values and choices	215	74	2304	74.6
	I have a say in what happens to me when I am in crisis ^{*(+)}	210	75.8	2237	69.5
Health and Wellness	I was able to meet with a primary care medical provider to discuss my physical well-being	198	84.4	2187	84.7
	I have stopped smoking or am working toward stopping	119	55.4	1351	54.0
	I have been eating a more healthy diet	200	54	2189	57.6
	I have been more physically active	197	51.8	2223	53
	My medications have been helpful to me	204	77.9	2218	74.9
	I was (not) prescribed too many medications ^{*(+)}	185	72.4	2036	65.2

Note: The total number Ns or denominators are smaller for the item that was added in 2018.

Note: *p<0.05 statistically significant difference: ^{*(+)} Center scored higher than statewide, ⁽⁻⁾ Center scored lower than statewide.



Seacoast Mental Health Center– Behavioral Outcomes

About 67% of Seacoast Health Center respondents reported being unemployed at the time of the survey, which is significantly lower than statewide. Three percent reported being arrested in the last 12 months, and 4% reported that their encounters with the police have been reduced. A significantly larger proportion of Seacoast respondents reported participating in volunteer work (25%) compared to statewide (19%). Nine percent of Seacoast respondents reported that they are attending either full- or part-time school. About 35% of Seacoast respondents reported they are current smokers, 17% used e-cigarettes, and 63% of current smokers were thinking of quitting within the next 6 months. The table below compares the behavioral outcome results of Seacoast Health Center respondents to the state.

Adult Consumer Survey Respondent Behavioral Outcomes	Seacoast Mental Health Center 2017-19 N=222		NH Statewide 2017-19 N=2,359	
	n	%	n	%
Are you currently employed?*				
No ⁽⁻⁾	140	67	1679	75
Yes - full-time ⁽⁺⁾	24	11	127	6
Yes - part-time ⁽⁺⁾	46	22	418	19
Arrests & police encounters				
Were you arrested in the last 12 months? (% yes)	7	3	114	5
Were you arrested during the 12 months prior to that? (%yes)	12	6	158	7
Arrested at all in the past 2 years? (%yes)	17	8	233	10
Over the last 12 months, have your encounters with the police...				
Been reduced	9	4	187	8
Stayed the same	10	5	124	5
Increased	5	2	69	3
Not applicable	192	89	1894	83
Participation in community or social activities				
Spiritual/Religious	81	38	921	41
Community organizations/gym	62	28	582	26
Peer support center	32	15	356	16
Recovery support center for substance misuse	14	7	198	9
Volunteer work ⁽⁺⁾	55	25	423	19
Self-help groups (e.g., AA, overeaters anonymous, gamblers anonymous)	24	11	251	11
Other social activities	55	28	489	23
Attending school				
No school	196	91	2068	92
School Full-time	4	2	65	3
School Part-time	16	7	106	5
Smoking status (new 2016)				
What is your current smoking status (cigarettes, cigars, pipes)?				
Current smoker	76	35	887	39
Former smoker (smoked in the past but now quit)	71	33	640	28
Never smoked	71	33	750	33
Have you used an e-cigarette or other electronic vaping product in the past 30 days? (new 2019)				
No	63	83	561	85
Yes	13	17	101	15
If you are a current smoker or have used e-cigarettes in the past 30 days, are you thinking of quitting smoking within the next six months? (%yes)	46	63	500	59

Note: *p<0.05 statistically significant difference: ⁽⁺⁾ Center % higher than statewide, ⁽⁻⁾ Center % lower than statewide.



Seacoast Mental Health Center: 2017-2019 Family Member Survey Results

Demographics

A total of 160 family members of children and youth clients who received services from Seacoast Mental Health Center responded to the client satisfaction survey in the last three years (2017-2019). Of the children whose family member responded, 51% were male, 93% were White, and 3% were Hispanic/Latino. The average age was 12.1 years. About 60% have received services for more than 1 year. The table below compares the characteristics of Seacoast Mental Health Center youth clients to the state.

Characteristics of Children & Youth Clients	Seacoast Mental Health Center 2017-19 N=160		NH Statewide 2017-19 N=1,385	
	n	%	n	%
Gender				
Female	75	47	634	46
Male	85	51	751	54
Age group				
age 0-5	4	3	49	4
age 6-11	71	44	580	42
age 12 or older	85	53	756	55
Average age (SD, range)	12.1 (sd=3.6, range=4-18)		11.9 (sd=3.6, range=2-18)	
Race category				
American Indian/Alaska Native	3	2	29	2
Asian	3	2	16	1
Black or African American	3	2	64	5
Native Hawaiian/Pacific Islander	0	0	5	0
White (Caucasian)	146	92	1254	91
Other race	2	1	45	3
Either of child's parent is Spanish/Hispanic/Latino*				
Yes-Hispanic/Latino*(-)	4	3	102	8
No-Not Hispanic/Latino*(-+)	152	97	1256	92
How long has your child received services from this Center?*				
Less than 1 month	11	7	42	3
1-5 months	12	8	142	10
6 months-1 year	39	25	324	24
More than 1 year	94	60	855	63
Have you been informed of other family programs such as NAMI-NH, Easter Seals, Family Voices, Granite State Federation of Families, Safe Schools/Healthy Students, Project Aware, etc.?				
No	92	58	878	64
Yes	66	42	484	36

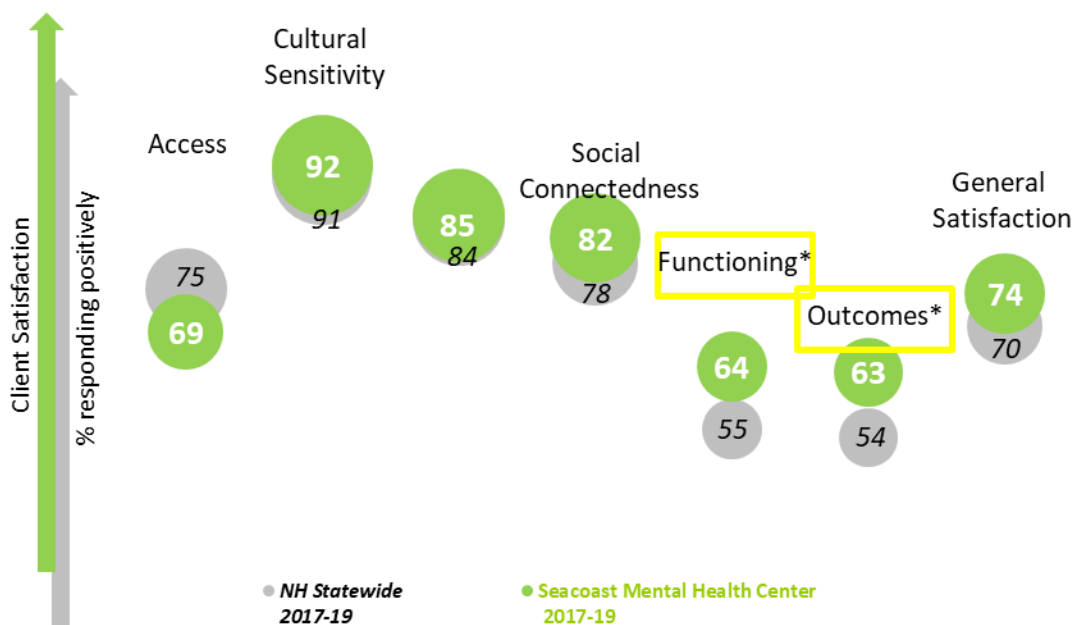
Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino.

Note: *p<0.05 statistically significant difference: ⁽⁺⁾ Center % higher than statewide, ⁽⁻⁾ Center % lower than statewide.



Satisfaction with Seacoast Mental Health Center: Domain Scores with Comparisons to Statewide

Compared to the state overall, Seacoast Mental Health Center had higher family member respondent satisfaction scores across six of the seven domains. Two domains – functioning and outcomes – were statistically significantly higher than statewide. About 64% of Seacoast family members being satisfied with functioning and 63% were satisfied with outcomes, compared to 55% and 54% statewide.



Note: *p<0.05 statistically significant difference between center and statewide

The table below provides additional details on the total number of family member respondents included in each domain for Seacoast Mental Health and statewide, the percent responding positively, and the difference in scores.

Satisfaction Domains	Seacoast Mental Health Center 2017-19		NH Statewide 2017-19		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	157	69	1368	75	-6.0
Cultural Sensitivity	114	92	1025	91	1.5
Participation in Treatment Planning	160	85	1366	84	0.6
Social Connectedness	155	82	1354	78	3.5
Functioning*	158	64	1352	55	8.8
Outcomes*	157	63	1352	54	9.1
General Satisfaction	158	74	1367	70	4.6

Note: *p<0.05 = statistically significant difference in scores between the center and statewide. A positive difference (in green) indicates the center scored significantly higher than statewide.



Satisfaction with Seacoast Mental Health Center – Item-specific Scores by Domain

The table below shows the item-specific data for Seacoast Mental Health Center across the last three years (2017-2019) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (*). The item added in 2018 is noted as such.

Family Member Survey Items Results Summary		Seacoast Mental Health Center 2017-2019		Statewide 2017-2019	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us	141	85	1330	86
	Services were available at times that were convenient for us	142	77	1329	78
Cultural Sensitivity	Staff spoke with me in a way that I understood	141	95	1325	91
	Staff treated me with respect	141	94	1332	93
	Staff respected my family's religious/spiritual beliefs	102	88	957	88
	Staff were sensitive to my cultural/ethnic background	96	89	917	87
Participation in Treatment Planning	I helped to choose my child's services	142	85	1316	82
	I helped to choose my child's treatment goals	142	85	1323	82
	I participated in my child's treatment	142	93	1327	89
Social Connectedness	I have people that I am comfortable talking with about my child's problems	139	86	1320	85
	In a crisis, I would have the support I need from family or friends	140	78	1313	76
	I have people with whom I can do enjoyable things	138	84	1314	81
	I know people who will listen and understand me when I need to talk	139	78	1311	81
Functioning	My child is better at handling daily life	142	66	1305	57
	My child gets along better with family members	136	64	1280	58
	My child gets along better with friends and other people	136	59	1292	56
	My child is doing better in school and/or work	137	63	1292	57
	My child is better able to cope when things go wrong	141	58	1319	52
	My child is better able to do things he/she wants to do	138	59	1304	58
Outcomes	My child is better at handling daily life	142	66	1305	57
	My child gets along better with family members	136	64	1280	58
	My child gets along better with friends and other people	136	59	1292	56
	My child is doing better in school and/or work	137	63	1292	57
	My child is better able to cope when things go wrong	141	58	1319	52
	I am satisfied with our family life right now	138	61	1313	56
General Satisfaction	My family got the help we wanted for my child	142	75	1333	70
	My family got as much help as we needed for my child	143	69	1330	63
	I felt my child had someone to talk to when he/she was troubled	135	81	1302	78
	Overall, I am satisfied with the services my child received	142	75	1330	73
	The people helping my child stuck with us no matter what	141	77	1309	74
	The services my child and/or my family received were right for us	141	74	1324	67
	I am happy with my child's counselor or psychiatrist (new2018)	44	86	417	77

Note: There were no statistically significant differences in scores between the center and statewide.



Seacoast Mental Health Center – Behavioral Outcomes

About 5% Seacoast Mental Health Center family member respondents reported that their child was arrested in the last 12 months, and 14% reported that their child's encounters with the police have been reduced. About 39% of respondents with children over age 14 reported that they and the CMHC staff had begun planning for the child's transition to adulthood. Ninety-seven percent of Seacoast respondents reported that their child attended school in the last 12 months, and 15% reported that their child had been suspended or expelled in the last 12 months. Also, 39% of Seacoast respondents indicated that the number of days their child was in school has increased since starting to receive services. The table below compares the behavioral outcome results of Seacoast respondent children to the state. Overall, there were no statistically significant differences between the center and statewide.

Youth Client Behavioral Outcomes	Seacoast Mental Health Center 2017-19 N=160		NH Statewide 2017-19 N=1,385	
	n	%	n	%
Arrests & police encounters (among those age 14 or older)				
Was your child arrested in the last 12 months? (% yes)	3	5	31	6
Was your child arrested during the 12 months prior to that? (%yes)	1	2	17	4
Was child arrested at all in the past 2 years? (%yes)	4	7	43	9
Over the last 12 months, have your child's encounters with the police...				
Been reduced	8	14	64	13
Stayed the same	3	5	35	7
Increased	1	2	21	4
Not applicable (My child had no police encounters this year or last year)	44	79	359	75
Transition Planning				
If your child is 14 years or older, has your family and CMHC staff started planning for your child's transition to adulthood? (%yes)	22	39	204	43
School attendance (among those 6 or older)				
Did your child attend school in the past 12 months? (%yes)	144	97	1260	97
Was your child expelled or suspended during the past 12 months? (%yes)	21	15	218	18
Was your child expelled or suspended during the past 12 months prior to that? (%yes)	15	11	170	14
Was child expelled or suspended at all in the past 2 years? (%yes)	27	19	283	23
Since starting to receive services, the number of days my child was in school...				
Has increased	27	39	204	31
Has stayed about the same	32	46	378	57
Has decreased	11	16	83	13

Note: There were no statistically significant differences in scores between the center and statewide.



Community Partners

Summary of Adult and Family Member Consumer Surveys



Community Partners: 2017-2019 Adult Consumer Survey Results

Demographics

A total of 206 adult consumers from Community Partners responded to the client satisfaction survey in the last three years (2017-2019). Of these, 44% were male, 92% were White, and 3% were Hispanic/Latino. The average age was 47.1 years. About 84% were still receiving services at the time of the survey (versus 90% statewide) and 87% have received services for a year or more. The table below compares the characteristics of Community Partners respondents to the state.

Adult Consumer Survey Respondent Characteristics	Community Partners 2017-19 N=206		NH Statewide 2017-19 N=2,359	
	n	%	n	%
Gender				
Female	116	56	1437	61
Male	90	44	922	39
Age group				
Age 18-24	19	9	194	8
Age 25-44	65	32	710	30
Age 45-64	102	50	1195	51
Age 65+	20	10	255	11
Average age (SD, range)	47.1 (sd=14.4, range:18-78)		47.9 (sd=14.7, range:18-94)	
Race category				
American Indian/Alaska Native	12	7	132	6
Asian	2	1	22	1
Black or African American	4	2	54	2
Native Hawaiian/Pacific Islander	1	1	10	0
White (Caucasian)	187	92	2064	88
Other race	7	3	90	4
Ethnicity: Hispanic/Latino/Spanish				
Yes-Hispanic/Latino	5	3	111	5
No-Not Hispanic/Latino	173	97	1998	95
Are you currently (still) getting mental health services from CMHC providers? (%yes) ⁽⁻⁾	168	84	2050	90
How long have you received mental health services from your community mental health providers?				
Less than a year (less than 12 months)	25	13	237	10
1 year or more (at least 12 months)	171	87	2044	90

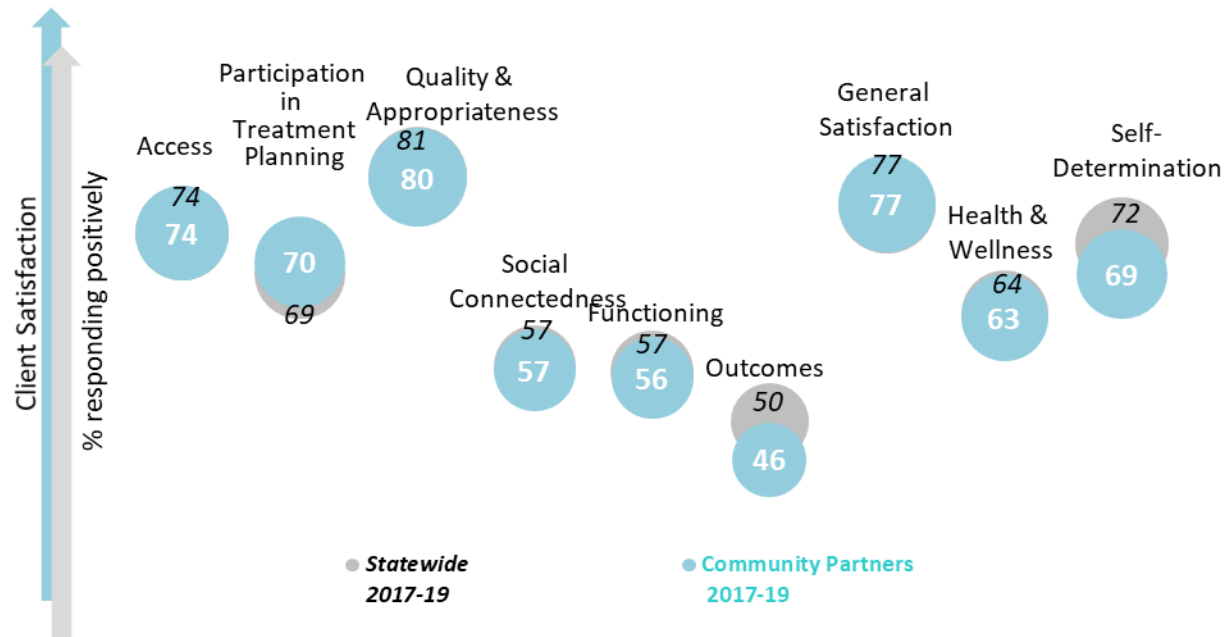
Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino.

Note: *p<0.05 statistically significant difference: ⁽⁺⁾ Center % higher than statewide, ⁽⁻⁾ Center % lower than statewide.



Satisfaction with Community Partners: Domain Scores with Comparisons to Statewide

Compared to the state overall, Community Partners had similar client satisfaction scores across of the nine domains. While 46% of Community Partner respondents were positive about outcomes (versus 50% statewide) and 69% were positive about self-determination (versus 72% statewide), there were no statistically significant differences overall across any of the nine domains.



Note: There were no statistically significant differences in scores between the center and statewide

The table below provides additional details on the total number of respondents included in each domain for Community Partners and statewide, the percent responding positively, and the difference in scores.

Satisfaction Domains	Community Partners 2017-19		Statewide 2017-19		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	201	74	2321	74	0.0
Participation in Treatment Planning	190	70	2183	69	1.5
Quality and Appropriateness	199	80	2258	81	-0.2
Social Connectedness	196	57	2276	57	-0.5
Functioning	201	56	2268	57	-0.8
Outcomes	193	46	2193	50	-4.7
General Satisfaction	197	77	2304	77	0.2
Health and Wellness (state added)	195	63	2178	64	-0.5
Self-Determination (state added)	203	69	2300	72	-3.7

Note: There were no statistically significant differences in scores between the center and statewide



Satisfaction with Community Partners – Item-specific Scores by Domain

The table below shows the item-specific data for Community Partners across the last three years (2017-2019) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (*). The item added in 2018 is noted as such.

Adult Survey Items Results Summary		Community Partners 2017-19		Statewide 2017-19	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us	197	84.2	2284	81.6
	Staff were willing to see me as often as I felt it was necessary	202	79.2	2308	80.2
	Staff returned my call in 24 hours	194	72.2	2231	72.5
	Services were available at times that were good for me	201	86.1	2316	82.2
	I was able to get all the services I thought I needed	202	71.2	2312	73.5
	I was able to see a psychiatrist when I wanted to	192	67.2	2184	66.8
Participation in Treatment Planning	I felt comfortable asking questions about my treatment and medication	199	81.4	2301	84.9
	My beliefs were respected in my treatment and treatment plan	200	79	2278	83.3
	Staff saw me as an equal partner in my treatment plan	198	79.8	2295	79.6
	Staff were respectful of my sexual orientation, gender expression, and gender identity	173	86.8	1952	90
	Staff respected me as a whole person ^{*(-)}	201	81.6	2283	86.7
	My right to refuse treatment was respected	163	76	1790	74.6
	I, not staff, decided my treatment goals	195	66.2	2213	64.2
Quality and Appropriateness	Staff here believed that I could grow, change, and recover	196	76	2242	81.0
	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	188	69.1	2107	73.0
	I felt free to complain	200	75	2219	77.8
	I was given information about how to file a complaint	173	54.9	1900	53.7
	I was given information about my rights	198	85.3	2238	80.9
	Staff encouraged me to take responsibility for how I live my life	193	78.7	2216	80.3
	Staff told me what side effects to watch out for	187	66.9	2151	69.7
	Staff respected my wishes about who is and who is not to be given information about my treatment	198	86.3	2221	86.9
	Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)	174	81	1944	84.7
	Staff helped me obtain the information I needed so that I could take charge of managing my illness	198	77.8	2231	74.5
Social Connectedness	In a crisis, I have the support I need from family or friends	199	71.9	2281	70.6
	I am happy with the friendships I have	191	70.7	2242	65.9
	I have people with whom I can do enjoyable things	195	67.2	2266	67.8
	I feel I belong to my community	196	44.4	2245	45.9
	I know people who listen and understand me when I need to talk	198	68.7	2285	70.5
	When I need help right away, I know people I can call on	197	71.1	2291	73.3



Functioning	My symptoms are not bothering me as much ^{*(+)}	201	44.3	2271	51.1
	I do things that are more meaningful to me	198	61.6	2268	62.7
	I am better able to take care of my needs	201	62.7	2268	64.5
	I am better able to do things that I want to do	199	55.8	2277	59.1
	I am better able to manage my money and pay my bills	190	58.5	2121	59.3
	I feel hopeful about my future	202	54.5	2269	56.3
	I am better able to handle things when they go wrong	201	55.2	2264	54.2
Outcomes	My symptoms are not bothering me as much	201	44.3	2271	51.1
	I deal more effectively with daily problems	197	63.5	2266	64.0
	I am better able to control my life	199	54.8	2254	60.0
	I am better able to deal with crisis	199	58.8	2241	56.5
	I am getting along better with my family	190	59.4	2160	60.0
	I do better in social situations	200	49.5	2232	47.5
	I do better in school and/or work	116	41.3	1305	47
	My housing situation has improved	176	49.5	1972	53.0
General Satisfaction	I like the services that I have received	196	75	2303	78.8
	If I had other choices, I would still get services from this agency	192	73.4	2281	75.0
	I would recommend this agency to a friend or family member	195	75.9	2271	77.2
	I am happy with my counselor or psychiatrist (new2018)	132	78.1	1519	80.7
Self-Determination	I am able to stand up for myself to get what I need	201	65.1	2279	68.2
	I am free to choose the kinds of goals I want to pursue	202	76.3	2281	80.3
	I decide how involved I want to be in my treatment	201	79.1	2281	82.1
	I have people in my life who accept me for me	198	74.7	2296	78.9
	I have people in my life who respect my values and choices	203	71.5	2304	74.6
	I have a say in what happens to me when I am in crisis	203	67.4	2237	69.5
Health and Wellness	I was able to meet with a primary care medical provider to discuss my physical well-being	191	84.3	2187	84.7
	I have stopped smoking or am working toward stopping	127	52.8	1351	54.0
	I have been eating a more healthy diet	196	59.7	2189	57.6
	I have been more physically active	195	54.8	2223	53
	My medications have been helpful to me	197	72	2218	74.9
	I was (not) prescribed too many medications	185	67.1	2036	65.2

Note: The total number Ns or denominators are smaller for the item that was added in 2018.

Note: *p<0.05 statistically significant difference: ⁽⁺⁾ Center scored higher than statewide, ⁽⁻⁾ Center scored lower than statewide.



Community Partners – Behavioral Outcomes

About 81% of Community Partners respondents reported being unemployed at the time of the survey, which is significantly higher than statewide. Six percent reported being arrested in the last 12 months, and 11% reported that their encounters with the police have been reduced. Similar proportions of Community Partners respondents reported participating in various community and social activities compared to statewide. Seven percent attended either full- or part-time school. About 40% reported they are current smokers, 23% used e-cigarettes, and 56% of current smokers were thinking of quitting within the next 6 months. The table below compares the behavioral outcome results of Community Partners respondents to the state.

Adult Consumer Survey Respondent Behavioral Outcomes	Community Partners 2017-19 N=206		NH Statewide 2017-19 N=2,359	
	n	%	n	%
Are you currently employed?				
No	157	81	1679	75
Yes - full-time	12	6	127	6
Yes - part-time	25	13	418	19
Arrests & police encounters				
Were you arrested in the last 12 months? (% yes)	12	6	114	5
Were you arrested during the 12 months prior to that? (%yes)	13	7	158	7
Arrested at all in the past 2 years? (%yes)	20	10	233	10
Over the last 12 months, have your encounters with the police...				
Been reduced	21	11	187	8
Stayed the same	9	5	124	5
Increased	8	4	69	3
Not applicable	156	80	1894	83
Participation in community or social activities				
Spiritual/Religious	70	37	921	41
Community organizations/gym	48	25	582	26
Peer support center	22	12	356	16
Recovery support center for substance misuse	21	11	198	9
Volunteer work	34	18	423	19
Self-help groups (e.g., AA, overeaters anonymous, gamblers anonymous)	17	9	251	11
Other social activities	35	20	489	23
Attending school				
No school	180	93	2068	92
School Full-time	6	3	65	3
School Part-time	7	4	106	5
Smoking status (new 2016)				
What is your current smoking status (cigarettes, cigars, pipes)?				
Current smoker	79	40	887	39
Former smoker (smoked in the past but now quit)	59	30	640	28
Never smoked	58	30	750	33
Have you used an e-cigarette or other electronic vaping product in the past 30 days? (new 2019)				
No	57	77	561	85
Yes	17	23	101	15
If you are a current smoker or have used e-cigarettes in the past 30 days, are you thinking of quitting smoking within the next six months? (%yes)	45	56	500	59

Note: There were no statistically significant differences between the center and statewide



Community Partners: 2017-2019 Family Member Survey Results

Demographics

A total of 150 family members of children and youth clients who received services from Community Partners responded to the client satisfaction survey in the last three years (2017-2019). Of the children whose family member responded, 57% were male, 94% were White, and 4% were Hispanic/Latino. The average age was 11.8 years. About 58% have received services for more than 1 year. The table below compares the characteristics of Community Partners youth clients to the state.

Characteristics of Children & Youth Clients	Community Partners 2017-19 N=150		NH Statewide 2017-19 N=1,385	
	n	%	n	%
Gender				
Female	65	43	634	46
Male	85	57	751	54
Age group				
age 0-5	5	3	49	4
age 6-11	59	39	580	42
age 12 or older	86	57	756	55
Average age (SD, range)	11.8 (sd=3.2, range=4-18)		11.9 (sd=3.6, range=2-18)	
Race category				
American Indian/Alaska Native	4	3	29	2
Asian	1	1	16	1
Black or African American	11	8	64	5
Native Hawaiian/Pacific Islander	0	0	5	0
White (Caucasian)	140	93	1254	91
Other race	4	3	45	3
Either of child's parent is Spanish/Hispanic/Latino				
Yes-Hispanic/Latino	6	4	102	8
No-Not Hispanic/Latino	143	96	1256	92
How long has your child received services from this Center?				
Less than 1 month	4	3	42	3
1-5 months	15	10	142	10
6 months-1 year	42	29	324	24
More than 1 year	84	58	855	63
Have you been informed of other family programs such as NAMI-NH, Easter Seals, Family Voices, Granite State Federation of Families, Safe Schools/Healthy Students, Project Aware, etc.?				
No	105	71	878	64
Yes	42	29	484	36

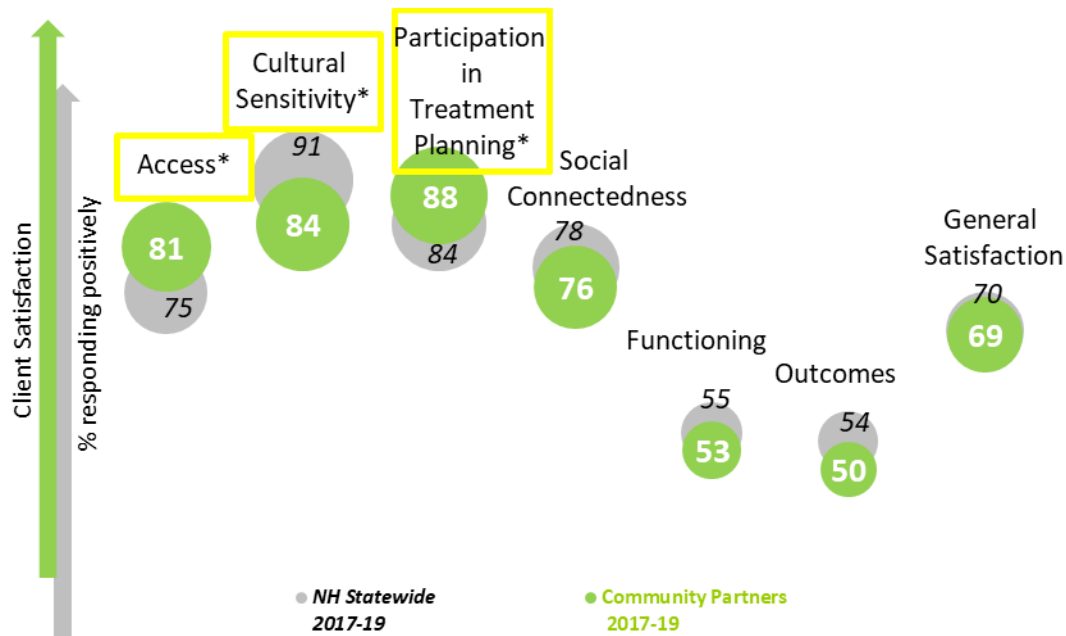
Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino.

Note: There were no statistically significant differences between the center and statewide



Satisfaction with Community Partners: Domain Scores with Comparisons to Statewide

Compared to the state overall, Community Partners had higher family member respondent satisfaction scores across two of the seven domains and lower scores in 5 domains. Three domains – access, cultural sensitivity, and participation in treatment planning – were statistically significantly different than statewide. About 81% of Community Partners family members were positive about access (75% statewide) and 88% were positive about participation in treatment planning (84% statewide). However, the cultural sensitivity domain score (84%) was statistically significantly lower for Community Partner family members than statewide (91%).



Note: *p<0.05 = statistically significant differences in scores between the center and statewide.

The table below provides additional details on the total number of family member respondents included in each domain for Community Partners and statewide, the percent responding positively, and the difference in scores.

	Community Partners 2017-19		NH Statewide 2017-19		
Satisfaction Domains	Total N	CMHC %	Total N	Statewide %	Difference
Access*	149	81	1368	75	6.4
Cultural Sensitivity*	109	84	1025	91	-6.2
Participation in Treatment Planning*	146	88	1366	84	4.0
Social Connectedness	147	76	1354	78	-2.9
Functioning	146	53	1352	55	-2.4
Outcomes	146	50	1352	54	-4.0
General Satisfaction	148	69	1367	70	-0.6

Note: *p<0.05 = statistically significant difference in scores between the center and statewide. A positive difference (in green) indicates the center scored significantly higher than statewide. A negative difference (in red) indicates the center scored significantly lower than statewide.



Satisfaction with Community Partners – Item-specific Scores by Domain

The table below shows the item-specific data for Community Partners across the last three years (2017-2019) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (*). The item added in 2018 is noted as such.

Family Member Survey Items Results Summary		Community Partners 2017-2019		Statewide 2017-2019	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us	138	88	1330	86
	Services were available at times that were convenient for us	139	82	1329	78
Cultural Sensitivity	Staff spoke with me in a way that I understood	135	92	1325	91
	Staff treated me with respect	138	91	1332	93
	Staff respected my family's religious/spiritual beliefs	94	85	957	88
	Staff were sensitive to my cultural/ethnic background	94	87	917	87
Participation in Treatment Planning	I helped to choose my child's services	135	87	1316	82
	I helped to choose my child's treatment goals	137	88	1323	82
	I participated in my child's treatment	138	95	1327	89
Social Connectedness	I have people that I am comfortable talking with about my child's problems	139	86	1320	85
	In a crisis, I would have the support I need from family or friends	137	74	1313	76
	I have people with whom I can do enjoyable things	138	77	1314	81
	I know people who will listen and understand me when I need to talk	138	86	1311	81
Functioning	My child is better at handling daily life	136	60	1305	57
	My child gets along better with family members	134	53	1280	58
	My child gets along better with friends and other people	136	57	1292	56
	My child is doing better in school and/or work	134	58	1292	57
	My child is better able to cope when things go wrong	137	52	1319	52
	My child is better able to do things he/she wants to do	137	53	1304	58
Outcomes	My child is better at handling daily life	136	60	1305	57
	My child gets along better with family members	134	53	1280	58
	My child gets along better with friends and other people	136	57	1292	56
	My child is doing better in school and/or work	134	58	1292	57
	My child is better able to cope when things go wrong	137	52	1319	52
	I am satisfied with our family life right now	138	50	1313	56
General Satisfaction	My family got the help we wanted for my child	139	71	1333	70
	My family got as much help as we needed for my child	137	62	1330	63
	I felt my child had someone to talk to when he/she was troubled	136	79	1302	78
	Overall, I am satisfied with the services my child received	139	73	1330	73
	The people helping my child stuck with us no matter what	138	71	1309	74
	The services my child and/or my family received were right for us	139	67	1324	67
	I am happy with my child's counselor or psychiatrist (new2018)	42	74	417	77

Note: There were no statistically significant differences in scores between the center and statewide



Community Partners – Behavioral Outcomes

About 8% Community Partners family member respondents reported that their child was arrested in the last 12 months. Nine percent reported that their child's encounters with the police have been reduced, which is significantly lower than statewide (13%). About 51% of respondents with children over age 14 reported that they and the CMHC staff had begun planning for the child's transition to adulthood. Ninety-six percent of Community Partners respondents reported that their child attended school in the last 12 months, and 18% reported that their child had been suspended or expelled in the last 12 months. Also, 31% of Community Partners respondents indicated that the number of days their child was in school has increased since starting to receive services. The table below compares the behavioral outcome results of Community Partners respondent children to the state.

Youth Client Behavioral Outcomes	Community Partners 2017-19 N=150		NH Statewide 2017-19 N=1,385	
	n	%	n	%
Arrests & police encounters (among those age 14 or older)				
Was your child arrested in the last 12 months? (% yes)	4	8	31	6
Was your child arrested during the 12 months prior to that? (%yes)	2	4	17	4
Was child arrested at all in the past 2 years? (%yes)	5	10	43	9
Over the last 12 months, have your child's encounters with the police...*				
Been reduced* ⁽⁻⁾	4	9	64	13
Stayed the same* ⁽⁺⁾	8	17	35	7
Increased* ⁽⁻⁾	0	0	21	4
Not applicable (My child had no police encounters this year or last year)	34	74	359	75
Transition Planning				
If your child is 14 years or older, has your family and CMHC staff started planning for your child's transition to adulthood? (%yes)	24	51	204	43
School attendance (among those 6 or older)				
Did your child attend school in the past 12 months? (%yes)	139	96	1260	97
Was your child expelled or suspended during the past 12 months? (%yes)	25	18	218	18
Was your child expelled or suspended during the past 12 months prior to that? (%yes)	25	18	170	14
Was child expelled or suspended at all in the past 2 years? (%yes)	34	24	283	23
Since starting to receive services, the number of days my child was in school...				
Has increased	25	31	204	31
Has stayed about the same	46	57	378	57
Has decreased	10	12	83	13

Note: *p<0.05 statistically significant difference: ⁽⁺⁾ Center % higher than statewide, ⁽⁻⁾ Center % lower than statewide.





Center for Life Management

Summary of Adult and Family Member Consumer Surveys



Center for Life Management: 2017-2019 Adult Consumer Survey Results

Demographics

A total of 191 adult consumers from Center for Life Management responded to the client satisfaction survey in the last three years (2017-2019). Of these, 46% were male, 92% were White, and 6% were Hispanic/Latino. The average age was 44.9 years. About 91% were still receiving services at the time of the survey and 94% have received services for a year or more. The table below compares the characteristics of Center for Life Management respondents to the state. There were no statistically significant differences between the center and statewide.

Adult Consumer Survey Respondent Characteristics	Center for Life Management 2017-19 N=191		NH Statewide 2017-19 N=2,359	
	n	%	n	%
Gender				
Female	104	54	1437	61
Male	87	46	922	39
Age group*				
Age 18-24	20	10	194	8
Age 25-44	67	35	710	30
Age 45-64	93	49	1195	51
Age 65+	11	6	255	11
Average age (SD, range)	44.9 (sd=14.2, range:18-73.8)		47.9 (sd=14.7, range:18-94)	
Race category				
American Indian/Alaska Native	7	4	132	6
Asian	2	1	22	1
Black or African American	3	2	54	2
Native Hawaiian/Pacific Islander	0	0	10	0
White (Caucasian)	176	92	2064	88
Other race	6	3	90	4
Ethnicity: Hispanic/Latino/Spanish				
Yes-Hispanic/Latino	11	6	111	5
No-Not Hispanic/Latino	168	94	1998	95
Are you currently (still) getting mental health services from CMHC providers? (%yes)	170	91	2050	90
How long have you received mental health services from your community mental health providers?				
Less than a year (less than 12 months)	12	6	237	10
1 year or more (at least 12 months)	174	94	2044	90

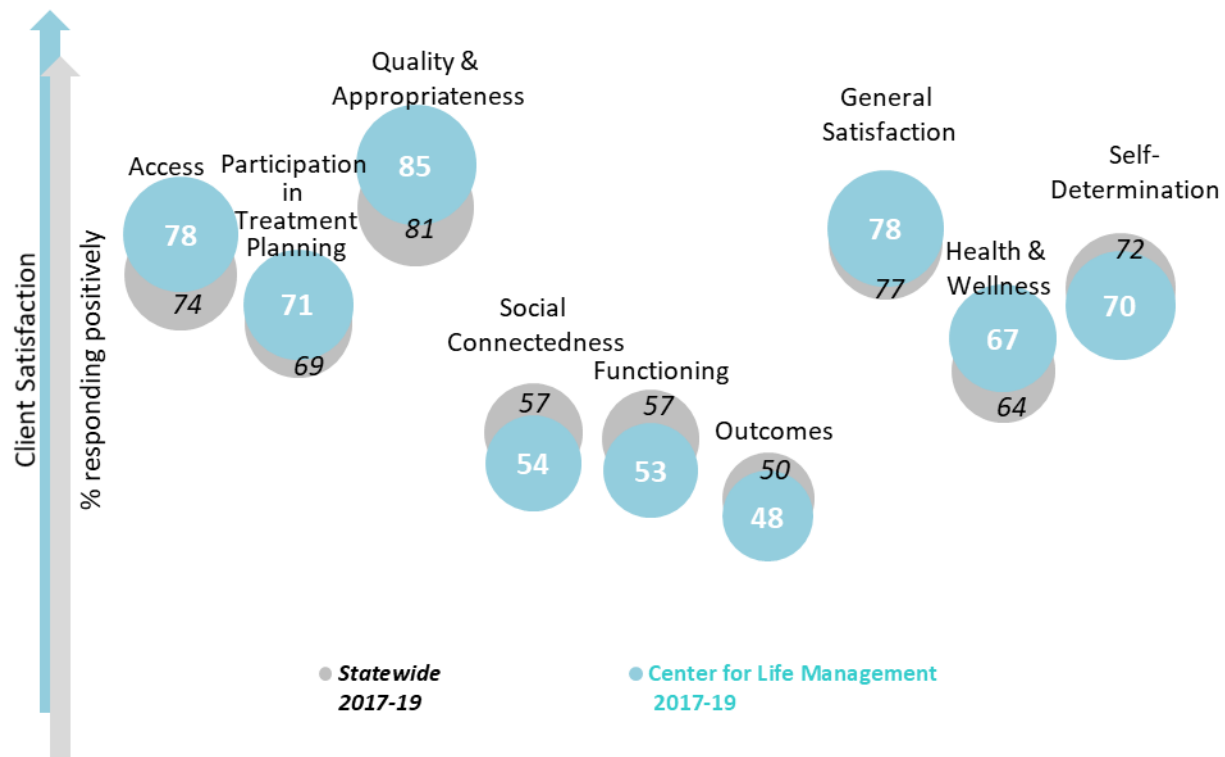
Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino.

Note: There were no statistically significant differences between the center and statewide



Satisfaction with Center for Life Management: Domain Scores with Comparisons to Statewide

Compared to the state overall, Center for Life Management had higher client satisfaction scores across 5 of the nine domains, with lower scores in the social connectedness, functioning, outcomes, and self-determination domains. However, there were no statistically significant differences between Center for Life Management scores and the statewide scores.



Note: There were no statistically significant difference in scores between the center and statewide.

The table below provides additional details on the total number of respondents included in each domain for Center for Life Management and statewide, the percent responding positively, and the difference in scores.

	Center for Life Management 2017-19		Statewide 2017-19		
Satisfaction Domains	Total N	CMHC %	Total N	Statewide %	Difference
Access	185	78	2321	74	4.2
Participation in Treatment Planning	183	71	2183	69	2.0
Quality and Appropriateness	187	85	2258	81	4.4
Social Connectedness	187	54	2276	57	-3.1
Functioning	190	53	2268	57	-3.3
Outcomes	184	48	2193	50	-1.9
General Satisfaction	190	78	2304	77	1.4
Health and Wellness (state added)	182	67	2178	64	3.4
Self-Determination (state added)	189	70	2300	72	-1.8

Note: There were no statistically significant difference in scores between the center and statewide.



Satisfaction with Center for Life Management – Item-specific Scores by Domain

The table below shows the item-specific data for Center for Life Management across the last three years (2017-2019) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (*). The item added in 2018 is noted as such.

Adult Survey Items Results Summary		Center for Life Management 2017-19		Statewide 2017-19	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us ^{*(+)}	182	87.9	2284	81.6
	Staff were willing to see me as often as I felt it was necessary	186	81.7	2308	80.2
	Staff returned my call in 24 hours	180	71.1	2231	72.5
	Services were available at times that were good for me	182	84.1	2316	82.2
	I was able to get all the services I thought I needed	186	76.3	2312	73.5
	I was able to see a psychiatrist when I wanted to	174	70.7	2184	66.8
Participation in Treatment Planning	I felt comfortable asking questions about my treatment and medication	189	85.2	2301	84.9
	My beliefs were respected in my treatment and treatment plan	189	86.7	2278	83.3
	Staff saw me as an equal partner in my treatment plan	187	81.8	2295	79.6
	Staff were respectful of my sexual orientation, gender expression, and gender identity	159	89.3	1952	90
	Staff respected me as a whole person	183	88	2283	86.7
	My right to refuse treatment was respected	158	73.4	1790	74.6
	I, not staff, decided my treatment goals	184	64.2	2213	64.2
Quality and Appropriateness	Staff here believed that I could grow, change, and recover	186	79	2242	81.0
	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) ^{*(+)}	173	80.9	2107	73.0
	I felt free to complain	181	76.2	2219	77.8
	I was given information about how to file a complaint	159	52.2	1900	53.7
	I was given information about my rights	184	82	2238	80.9
	Staff encouraged me to take responsibility for how I live my life	184	81.5	2216	80.3
	Staff told me what side effects to watch out for	184	74.4	2151	69.7
	Staff respected my wishes about who is and who is not to be given information about my treatment	186	88.2	2221	86.9
	Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)	160	84.4	1944	84.7
	Staff helped me obtain the information I needed so that I could take charge of managing my illness	183	77	2231	74.5
Social Connectedness	In a crisis, I have the support I need from family or friends	187	73.3	2281	70.6
	I am happy with the friendships I have	183	62.8	2242	65.9
	I have people with whom I can do enjoyable things ^{*(-)}	185	61.1	2266	67.8
	I feel I belong to my community	180	41.7	2245	45.9
	I know people who listen and understand me when I need to talk	188	67.1	2285	70.5



	When I need help right away, I know people I can call on	190	70.5	2291	73.3
Functioning	My symptoms are not bothering me as much	188	49.5	2271	51.1
	I do things that are more meaningful to me ⁽⁺⁾	189	56	2268	62.7
	I am better able to take care of my needs	188	62.7	2268	64.5
	I am better able to do things that I want to do	190	55.2	2277	59.1
	I am better able to manage my money and pay my bills	180	59.5	2121	59.3
	I feel hopeful about my future	188	52.7	2269	56.3
	I am better able to handle things when they go wrong	187	47.6	2264	54.2
Outcomes	My symptoms are not bothering me as much	188	49.5	2271	51.1
	I deal more effectively with daily problems	189	60.3	2266	64.0
	I am better able to control my life	189	55.5	2254	60.0
	I am better able to deal with crisis	190	52.1	2241	56.5
	I am getting along better with my family	183	61.2	2160	60.0
	I do better in social situations	188	43.6	2232	47.5
	I do better in school and/or work ⁽⁻⁾	111	34.2	1305	47
	My housing situation has improved	155	49.1	1972	53.0
General Satisfaction	I like the services that I have received	189	81	2303	78.8
	If I had other choices, I would still get services from this agency	188	76.6	2281	75.0
	I would recommend this agency to a friend or family member	190	79.5	2271	77.2
	I am happy with my counselor or psychiatrist (new2018)	135	75.6	1519	80.7
Self-Determination	I am able to stand up for myself to get what I need	187	67.4	2279	68.2
	I am free to choose the kinds of goals I want to pursue	186	77.9	2281	80.3
	I decide how involved I want to be in my treatment	187	82.9	2281	82.1
	I have people in my life who accept me for me	189	78.8	2296	78.9
	I have people in my life who respect my values and choices	187	75.4	2304	74.6
	I have a say in what happens to me when I am in crisis	186	68.3	2237	69.5
Health and Wellness	I was able to meet with a primary care medical provider to discuss my physical well-being	182	85.8	2187	84.7
	I have stopped smoking or am working toward stopping	120	53.3	1351	54.0
	I have been eating a more healthy diet	177	61	2189	57.6
	I have been more physically active	184	53.3	2223	53
	My medications have been helpful to me	183	79.7	2218	74.9
	I was (not) prescribed too many medications	172	65.2	2036	65.2

Note: The total number Ns or denominators are smaller for the item that was added in 2018.

Note: *p<0.05 statistically significant difference: (+) Center scored higher than statewide, (-) Center scored lower than statewide.



Center for Life Management– Behavioral Outcomes

About 76% of Center for Life Management respondents reported being unemployed at the time of the survey. Five percent reported being arrested in the last 12 months, and 11% reported that their encounters with the police have been reduced. A significantly higher 13% of respondents reported participating in recovery support for substance misuse compared to statewide. Eight percent attended either full- or part-time school. About 40% reported they are current smokers, 13% used e-cigarettes, and 61% of current smokers were thinking of quitting within the next 6 months. The table below compares the behavioral outcome results of Center for Life Management respondents to the state.

Adult Consumer Survey Respondent Behavioral Outcomes	Center for Life Management 2017-19 N=191		NH Statewide 2017-19 N=2,359	
	n	%	n	%
Are you currently employed?				
No	139	76	1679	75
Yes - full-time	8	4	127	6
Yes - part-time	35	19	418	19
Arrests & police encounters				
Were you arrested in the last 12 months? (% yes)	9	5	114	5
Were you arrested during the 12 months prior to that? (%yes)	14	7	158	7
Arrested at all in the past 2 years? (%yes)	20	10	233	10
Over the last 12 months, have your encounters with the police...				
Been reduced	21	11	187	8
Stayed the same	10	5	124	5
Increased	4	2	69	3
Not applicable	153	81	1894	83
Participation in community or social activities				
Spiritual/Religious	79	43	921	41
Community organizations/gym	52	28	582	26
Peer support center	31	17	356	16
Recovery support center for substance misuse ⁽⁺⁾	24	13	198	9
Volunteer work	35	19	423	19
Self-help groups (e.g., AA, overeaters anonymous, gamblers anonymous)	26	14	251	11
Other social activities	31	18	489	23
Attending school				
No school	171	92	2068	92
School Full-time	6	3	65	3
School Part-time	9	5	106	5
Smoking status (new 2016)				
What is your current smoking status (cigarettes, cigars, pipes)?				
Current smoker	75	40	887	39
Former smoker (smoked in the past but now quit)	52	28	640	28
Never smoked	61	32	750	33
Have you used an e-cigarette or other electronic vaping product in the past 30 days? (new 2019)				
No	33	87	561	85
Yes	5	13	101	15
If you are a current smoker or have used e-cigarettes in the past 30 days, are you thinking of quitting smoking within the next six months? (%yes)	45	61	500	59

Note: *p<0.05 statistically significant difference: ⁽⁺⁾ Center % higher than statewide, ⁽⁻⁾ Center % lower than statewide.



Center for Life Management: 2017-2019 Family Member Survey Results

Demographics

A total of 150 family members of children and youth clients who received services from Center for Life Management responded to the client satisfaction survey in the last three years (2017-2019). Of the children whose family member responded, 56% were male, 93% were White, and 12% were Hispanic/Latino (compared to 8% statewide). The average age was 12.5 years. A larger percent of children served were age 12 or older, compared to 55% statewide. About 63% have received services for more than 1 year. The table below compares the characteristics of Center for Life Management youth clients to the state.

Characteristics of Children & Youth Clients	Center for Life Management 2017-19 N=150		NH Statewide 2017-19 N=1,385	
	n	%	n	%
Gender				
Female	66	44	634	46
Male	84	56	751	54
Age group*				
age 0-5*(-)	1	1	49	4
age 6-11*(-)	54	36	580	42
age 12 or older*(+)	95	63	756	55
Average age (SD, range)	12.5 (sd=3.5, range=2-18)		11.9 (sd=3.6, range=2-18)	
Race category				
American Indian/Alaska Native	4	3	29	2
Asian	1	1	16	1
Black or African American	2	1	64	5
Native Hawaiian/Pacific Islander	0	0	5	0
White (Caucasian)	139	93	1254	91
Other race	7	5	45	3
Either of child's parent is Spanish/Hispanic/Latino*				
Yes-Hispanic/Latino*(+)	18	12	102	8
No-Not Hispanic/Latino*(-)	131	88	1256	92
How long has your child received services from this Center?*				
Less than 1 month	0	0	42	3
1-5 months	12	8	142	10
6 months-1 year	43	29	324	24
More than 1 year	95	63	855	63
Have you been informed of other family programs such as NAMI-NH, Easter Seals, Family Voices, Granite State Federation of Families, Safe Schools/Healthy Students, Project Aware, etc.?				
No	87	59	878	64
Yes	61	41	484	36

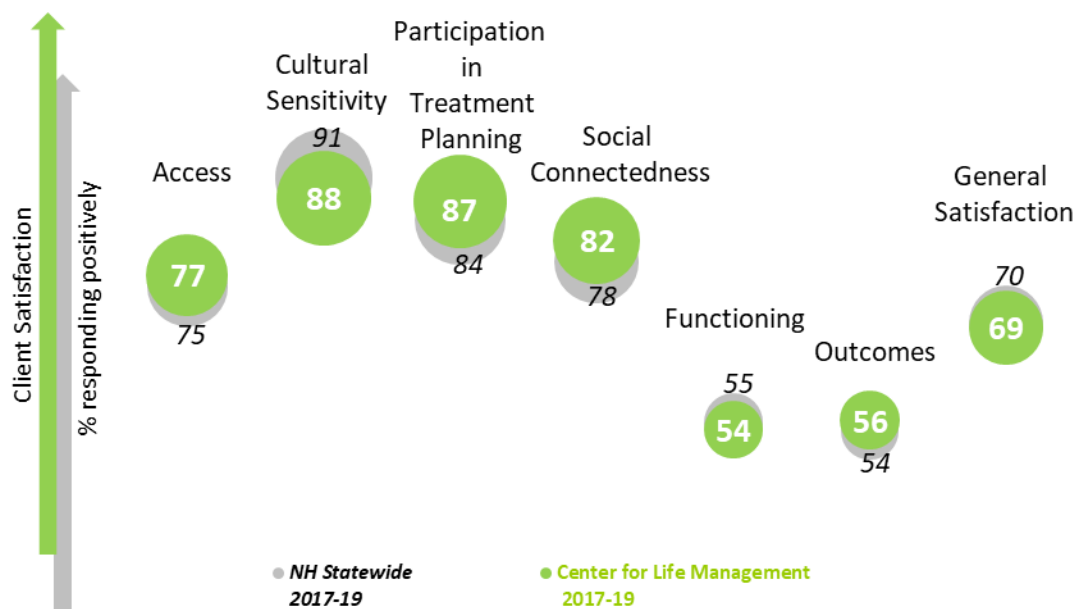
Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino.

Note: *p<0.05 statistically significant difference: (+) Center % higher than statewide, (-) Center % lower than statewide.



Satisfaction with Center for Life Management: Domain Scores with Comparisons to Statewide

Compared to the state overall, Center for life Management had higher family member client satisfaction scores across four of the seven domains. However, there were no statistically significant differences between Center for Life Management scores and statewide scores.



Note: There were no statistically significant differences in scores between the center and statewide.

The table below provides additional details on the total number of family member respondents included in each domain for Center for Life Management and statewide, the percent responding positively, and the difference in scores.

Satisfaction Domains	Center for Life Management 2017-19		NH Statewide 2017-19		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	149	77	1368	75	1.7
Cultural Sensitivity	105	88	1025	91	-3.0
Participation in Treatment Planning	147	87	1366	84	2.7
Social Connectedness	146	82	1354	78	3.1
Functioning	146	54	1352	55	-1.0
Outcomes	146	56	1352	54	1.5
General Satisfaction	148	69	1367	70	-0.6

Note: There were no statistically significant differences in scores between the center and statewide.



Satisfaction with Center for Life Management – Item-specific Scores by Domain

The table below shows the item-specific data for Center for Life Management across the last three years (2017-2019) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (*). The item added in 2018 is noted as such.

Family Member Survey Items Results Summary		Center for Life Management 2017-2019		Statewide 2017-2019	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us	125	86	1330	86
	Services were available at times that were convenient for us	125	78	1329	78
Cultural Sensitivity	Staff spoke with me in a way that I understood	125	92	1325	91
	Staff treated me with respect	124	94	1332	93
	Staff respected my family's religious/spiritual beliefs	84	89	957	88
	Staff were sensitive to my cultural/ethnic background	80	86	917	87
Participation in Treatment Planning	I helped to choose my child's services	125	90	1316	82
	I helped to choose my child's treatment goals	124	81	1323	82
	I participated in my child's treatment	124	85	1327	89
Social Connectedness	I have people that I am comfortable talking with about my child's problems	124	84	1320	85
	In a crisis, I would have the support I need from family or friends	122	77	1313	76
	I have people with whom I can do enjoyable things	124	87	1314	81
	I know people who will listen and understand me when I need to talk	121	77	1311	81
Functioning	My child is better at handling daily life	122	58	1305	57
	My child gets along better with family members	120	63	1280	58
	My child gets along better with friends and other people	121	61	1292	56
	My child is doing better in school and/or work	120	62	1292	57
	My child is better able to cope when things go wrong	124	53	1319	52
	My child is better able to do things he/she wants to do	124	60	1304	58
Outcomes	My child is better at handling daily life	122	58	1305	57
	My child gets along better with family members	120	63	1280	58
	My child gets along better with friends and other people	121	61	1292	56
	My child is doing better in school and/or work	120	62	1292	57
	My child is better able to cope when things go wrong	124	53	1319	52
	I am satisfied with our family life right now	123	58	1313	56
General Satisfaction	My family got the help we wanted for my child	125	74	1333	70
	My family got as much help as we needed for my child	124	65	1330	63
	I felt my child had someone to talk to when he/she was troubled	124	81	1302	78
	Overall, I am satisfied with the services my child received	125	75	1330	73
	The people helping my child stuck with us no matter what	125	75	1309	74
	The services my child and/or my family received were right for us	125	68	1324	67
	I am happy with my child's counselor or psychiatrist (new2018)	40	75	417	77

Note: There were no statistically significant differences in scores between the center and statewide



Center for Life Management – Behavioral Outcomes

About 6% Center for Life Management family member respondents reported that their child was arrested in the last 12 months, and 14% reported that their child's encounters with the police have been reduced. About 49% of respondents with children over age 14 reported that they and the CMHC staff had begun planning for the child's transition to adulthood. Ninety-seven percent of respondents reported that their child attended school in the last 12 months, and 14% reported that their child had been suspended or expelled in the last 12 months. Also, 18% of respondents indicated that the number of days their child was in school has increased since starting to receive services, which is statistically significantly lower statewide (31%). The table below compares the behavioral outcome results of Center for Life respondent children to the state.

Youth Client Behavioral Outcomes	Center for Life Management 2017-19 N=150		NH Statewide 2017-19 N=1,385	
	n	%	n	%
Arrests & police encounters (among those age 14 or older)				
Was your child arrested in the last 12 months? (% yes)	4	6	31	6
Was your child arrested during the 12 months prior to that? (%yes)	4	6	17	4
Was child arrested at all in the past 2 years? (%yes)	6	9	43	9
Over the last 12 months, have your child's encounters with the police...				
Been reduced	9	14	64	13
Stayed the same	5	8	35	7
Increased	1	2	21	4
Not applicable (My child had no police encounters this year or last year)	51	77	359	75
Transition Planning				
If your child is 14 years or older, has your family and CMHC staff started planning for your child's transition to adulthood? (%yes)	32	49	204	43
School attendance (among those 6 or older)				
Did your child attend school in the past 12 months? (%yes)	141	97	1260	97
Was your child expelled or suspended during the past 12 months? (%yes)	20	14	218	18
Was your child expelled or suspended during the past 12 months prior to that? (%yes)	13	9	170	14
Was child expelled or suspended at all in the past 2 years? (%yes)	28	20	283	23
Since starting to receive services, the number of days my child was in school...*				
Has increased* ⁽⁻⁾	13	18	204	31
Has stayed about the same* ⁽⁺⁾	50	70	378	57
Has decreased* ⁽⁻⁾	8	11	83	13

Note: *p<0.05 statistically significant difference: ⁽⁺⁾ Center % higher than statewide, ⁽⁻⁾ Center % lower than statewide.



Appendix

Appendix A1. 2019 NH Adult Consumer Survey

New Hampshire Public Mental Health Adult Consumer Survey

(NH Department of Health and Human Services)



JSI Research & Training Institute, Inc.

Promoting and Improving Health

To complete this survey on-line, please go
to the secure link below and enter your 5-digit ID number
found at the bottom left hand corner of this page.

jsi.com/nhsurvey

2019



5-digit ID number to use for online survey response



Thank you for taking this important survey.

Please answer these questions based on the program services you received at your Community Mental Health Center during the last 12 months.

We will protect your privacy:

- Your responses to this survey are confidential.
- Answers will be grouped together for reports back to DHHS.

However, if you write a comment that indicates a threat to your well-being or the well-being of others, we will pass this information on to the state and your mental health center to make sure everyone is safe. Please report these situations to Kerri Swenson, the Administrator for Community Mental Health Centers at Kerri.Swenson@dhhs.nh.gov or 603-271-5007.

Two Ways to Take this Survey:



- (1) Complete this paper survey and return it in the pre-paid envelope provided.

OR

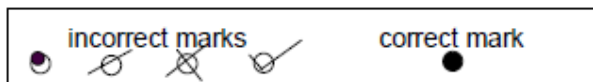


- (2) Type jsi.com/nhsurvey into a web browser.

To start the online survey, enter your 5-digit survey ID number at the bottom left corner of this page.

Important Things to Remember

1. Participating in this survey is voluntary, but the more people that participate, the more helpful the findings will be.
2. DO NOT put your name on this survey.
3. If there are any questions that you do not feel comfortable answering, you may skip them.
4. Fill in the circles darkly and completely.



5-digit ID number to use for online survey response



Please indicate your agreement/disagreement with each of the following statements by filling the circle under the answer that best represents your opinion. If the question is about something you have not experienced, or it does not apply to your situation, please fill in the circle under "N/A" (Not Applicable).

Section A. Access

Mark (●) one for each statement.

In the past 12 months...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
1. The location of services was convenient (parking, public transportation, distance, etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Staff were willing to see me as often as I felt it was necessary.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Staff returned my call in 24 hours.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Services were available at times that were good for me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. I was able to get all the services I thought I needed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. I was able to see a psychiatrist when I wanted to.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section B. Participation in Treatment Planning

Mark (●) one for each statement.

In the past 12 months...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
1. I felt comfortable asking questions about my treatment and medication.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. My beliefs were respected in my treatment and treatment plan.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Staff saw me as an equal partner in my treatment plan.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Staff were respectful of my sexual orientation, gender expression, and gender identity.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Staff respected me as a whole person.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. My right to refuse treatment was respected.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. I, not staff, decided my treatment goals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please indicate your agreement/disagreement with each of the following statements by filling the circle under the answer that best represents your opinion. If the question is about something you have not experienced, or it does not apply to your situation, please fill in the circle under "N/A" (Not Applicable).

Section C. Quality and Appropriateness

Mark (●) one for each statement.

In the past 12 months...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
1. Staff here believed that I could grow, change, and recover.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I felt free to complain.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I was given information about how to file a complaint.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. I was given information about my rights.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Staff encouraged me to take responsibility for how I live my life.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Staff told me what side effects to watch out for.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Staff respected my wishes about who is and who is not to be given information about my treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Staff helped me obtain the information I needed so that I could take charge of managing my illness.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. I was encouraged to use consumer-run programs (support groups, crisis respite, crisis phone line, etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section D. Health and Wellness Items

Mark (●) one for each statement.

In the past 12 months...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
1. I was able to meet with a primary care medical provider to discuss my physical well-being.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I have stopped smoking or am working toward stopping.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I have been eating a more healthy diet.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. I have been more physically active.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. My medications have been helpful to me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. I was prescribed too many medications.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Please indicate your agreement/disagreement with each of the following statements by filling the circle under the answer that best represents your opinion. If the question is about something you have not experienced, or it does not apply to your situation, please fill in the circle under "N/A" (Not Applicable).

Section E. Social Connectedness

Mark (●) one for each statement.

As a result of services I have received at my CMHC...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
1. In a crisis, I have the support I need from family or friends.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I am happy with the friendships I have.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I have people with whom I can do enjoyable things.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. I feel I belong to my community.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. I know people who listen and understand me when I need to talk.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. When I need help right away, I know people I can call on.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section F. Self Determination

Mark (●) one for each statement.

As a result of services I have received at my CMHC...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
1. I am able to stand up for myself to get what I need.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I am free to choose the kinds of goals I want to pursue.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I decide how involved I want to be in my treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. I have people in my life who accept me for me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. I have people in my life who respect my values and choices.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. I have a say in what happens to me when I am in crisis.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please indicate your agreement/disagreement with each of the following statements by filling the circle under the answer that best represents your opinion. If the question is about something you have not experienced, or it does not apply to your situation, please fill in the circle under "N/A" (Not Applicable).

Section G. Functioning

Mark (●) one for each statement.

As a result of services I have received at my CMHC...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
1. My symptoms are not bothering me as much.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I do things that are more meaningful to me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I am better able to take care of my needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. I am better able to do things that I want to do.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. I am better able to manage my money and pay my bills.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. I feel hopeful about my future.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. I am better able to handle things when they go wrong.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section H. Treatment Outcomes

Mark (●) one for each statement.

As a result of services I have received at my CMHC...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
1. I deal more effectively with daily problems.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I am better able to control my life.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I am better able to deal with crisis.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. I am getting along better with my family.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. I do better in social situations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. I do better in school and/or work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. My housing situation has improved.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please indicate your agreement/disagreement with each of the following statements by filling the circle under the answer that best represents your opinion. If the question is about something you have not experienced, or it does not apply to your situation, please fill in the circle under "N/A" (Not Applicable).

Section I. General Satisfaction

Mark (●) one for each statement.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
1. I like the services that I have received.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. If I had other choices, I would still get services from this agency.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I would recommend this agency to a friend or family member.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. I am happy with my counselor or psychiatrist.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section J. Current Situation

Please answer the following questions to let us know how you are doing.

1. Are you currently (still) getting mental health services from your community mental health providers?

☐ Yes ☐ No

2. How long have you received mental health services from your community mental health providers? (Mark (●) one.)

☐ Less than a year (less than 12 months)

☐ 1 year or more (at least 12 months)

3. Were you arrested in the last 12 months?

☐ Yes ☐ No

4. Were you arrested during the 12 months prior to that?

☐ Yes ☐ No

5. Over the last 12 months, have your encounters with the police...

☐ Been reduced (for example, I have not been arrested, hassled by police, or taken by police to a shelter or crisis program.)

☐ Stayed the same

☐ Increased

☐ Not applicable (I had no police encounters during the past 12 months)



Section K. Your Background

We ask these questions so that we can compare answers between different groups of people. Your individual answers will not be shared with anyone.

1. What activities are you involved in?

- | | | | |
|--|--------------------------|---------------------------------|---------------------------------|
| a. Spiritual/Religious | <input type="radio"/> No | <input type="radio"/> Yes | |
| b. School | <input type="radio"/> No | <input type="radio"/> Part-time | <input type="radio"/> Full-time |
| c. Community organizations/Gym | <input type="radio"/> No | <input type="radio"/> Yes | |
| d. Peer support center | <input type="radio"/> No | <input type="radio"/> Yes | |
| e. Recovery support center for substance misuse | <input type="radio"/> No | <input type="radio"/> Yes | |
| f. Volunteer work | <input type="radio"/> No | <input type="radio"/> Yes | |
| g. Self-help groups (e.g., AA, overeaters anonymous, gamblers anonymous) | <input type="radio"/> No | <input type="radio"/> Yes | |
| h. Other social activities, please specify: _____ | <input type="radio"/> No | <input type="radio"/> Yes | |

2. Are you currently employed? ☐ No ☐ Part-time ☐ Full-time

3. What is your current smoking status (cigarettes, cigars, or pipes)?

- ☐ Current smoker ☐ Former smoker (smoked in the past but now quit) ☐ Never smoked

4. Have you used an e-cigarette or other electronic "vaping" product in the past 30 days?

- ☐ Yes ☐ No

5. If you are a current smoker or have used e-cigarettes in the past 30 days, are you thinking of quitting smoking within the next six months?

- ☐ Yes ☐ No ☐ N/A

6. Are you of Spanish/Hispanic/Latino origin? ☐ Yes, Hispanic or Latino ☐ Not Hispanic or Latino

7. What is your race? (Mark ☒ all that apply.)

- | | |
|---|---|
| <input type="radio"/> American Indian or Alaskan Native | <input type="radio"/> Native Hawaiian or other Pacific Islander |
| <input type="radio"/> Asian | <input type="radio"/> White (Caucasian) |
| <input type="radio"/> Black or African American | <input type="radio"/> Other, please specify: _____ |

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Section L. Additional Thoughts

PLEASE NOTE: responses to the questions on this page will be grouped and shared with individual Community Mental Health Centers and with the state. Please do not use any names when writing your answers. If you have concerns that require immediate attention, please contact Kerri Swenson at Kerri.Swenson@dhhs.nh.gov or 603-271-5007. You do not need to identify yourself.

1. If you would like to discuss any of your answers further, please use the space below (and indicate which question you are referring to).

2. What services have been the *most* helpful to you in your recovery?

3. What services have been the *least* helpful to you in your recovery?

4. What changes would improve the services you have received?

5. Please share any comments, concerns or suggestions about this survey process.

*Thank you for your time and for the effort you have taken to provide us with this information.
Please return this survey in the enclosed postage paid envelope or mail to:*

*JSI Research & Training Institute, Inc. - Survey Group
44 Farnsworth Street, FL 7
Boston, MA 02210*

THANK YOU!

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Appendix A2. Statewide 2019 Adult Survey Demographics

2019 NH DHHS Adult Consumer Survey – Respondent Characteristics	Statewide 2019 N=780	
	n	%
Gender		
Female	474	61
Male	306	39
Age group		
Age 18-24	67	9
Age 25-44	229	29
Age 45-64	392	50
Age 65+	91	12
Average age (SD, range)	47.8 (sd=14.9, range: 18-90)	
Race category		
American Indian/Alaska Native	45	6
Asian	2	0
Black or African American	15	2
Native Hawaiian/Pacific Islander	2	0
White (Caucasian)	683	88
Other race	30	4
Ethnicity: Hispanic/Latino/Spanish		
Yes-Hispanic/Latino	46	7
No-Not Hispanic/Latino	649	93
Are you currently (still) getting mental health services from CMHC providers? (%yes)	683	91
How long have you received mental health services from your community mental health providers?		
Less than a year (less than 12 months)	69	9
1 year or more (at least 12 months)	686	91



Appendix A3. Adult Survey – Statewide Domain Scores by Year (2017-2019)

Adult Survey: Statewide Domain Scores (2017- 2019) with 95% Confidence Intervals									
	2017		2018		2019		p-values		2018 U.S.~ Percent
Satisfaction Domains	Total	Percent (95% CI)	Total	Percent (95% CI)	Total	Percent (95% CI)	2017 vs 2019	2018 vs 2019	
Access*	743	72 (68, 75)	803	73 (70, 76)	775	76 (73, 79)	0.042	0.1611	89
Participation in Treatment Planning	710	67 (63, 70)	758	69 (66, 72)	714	70 (67, 73)	0.2065	0.6235	86
Quality and Appropriateness	719	79 (76, 82)	783	81 (78, 84)	749	82 (79, 85)	0.1446	0.6514	90
Social Connectedness*	729	53 (49, 57)	790	58 (55, 62)	756	61 (57, 64)	0.0037	0.3341	77
Functioning	731	54 (50, 58)	786	58 (54, 61)	747	57 (53, 60)	0.2804	0.7582	77
Outcomes	703	49 (45, 53)	768	49 (45, 52)	723	53 (50, 57)	0.1035	0.0825	80
General Satisfaction	741	78 (75, 81)	799	76 (73, 79)	761	77 (74, 80)	0.7388	0.6935	90
Health and Wellness (state added)	703	63 (59, 66)	756	64 (60, 67)	722	64 (61, 68)	0.599	0.8347	n/a
Self-Determination (state added)*	738	69 (66, 73)	796	74 (71, 77)	762	74 (71, 77)	0.0279	0.8347	n/a

p<0.05 = statistically significant differences in domain scores between years.

-SAMHSA Uniform Reporting System 2018 URS Output Tables. Mental Health National Outcome Measures (NOMS). Accessed online November 2019. <https://www.dasis.samhsa.gov/dasis2/urs.htm>



Appendix A4. Adult Survey – Statewide Item-specific Responses by Domain by Year (2017-2019)

Adult Survey: Statewide Results for Items by Domain (2017-2019)		% Strongly Agree or Agree					
		2017		2018		2019	
Domain	Item	N	Percent	N	Percent	N	Percent
Access	The location of services was convenient for us	731	82	796	82	761	82
	Staff were willing to see me as often as I felt it was necessary	735	80	802	80	770	82
	Staff returned my call in 24 hours	718	72	778	72	735	74
	Services were available at times that were good for me	743	80	801	83	769	83
	I was able to get all the services I thought I needed	742	73	798	72	770	77
	I was able to see a psychiatrist when I wanted to	701	66	757	66	729	70
Participation in Treatment Planning	I felt comfortable asking questions about my treatment and medication	741	84	797	85	766	87
	My beliefs were respected in my treatment and treatment plan (non-MHSIP)	732	84	787	82	757	84
	Staff saw me as an equal partner in my treatment plan (non-MHSIP)	741	79	792	80	763	80
	Staff were respectful of my sexual orientation, gender expression, and gender identity (non-MHSIP)	612	89	700	92	646	91
	Staff respected me as a whole person (non-MHSIP)	733	87	789	86	761	88
	My right to refuse treatment was respected (non-MHSIP)	570	73	623	75	596	77
	I, not staff, decided my treatment goals	720	62	768	64	722	66
Quality and Appropriateness	Staff here believed that I could grow, change, and recover	722	79	776	82	741	82
	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	677	70	724	74	698	74
	I felt free to complain	709	76	759	78	747	79
	I was given information about how to file a complaint (non-MHSIP)	611	53	653	55	629	53
	I was given information about my rights*	719	79	771	84	743	79
	Staff encouraged me to take responsibility for how I live my life	707	80	777	80	728	81
	Staff told me what side effects to watch out for^	695	67	745	70	713	73
	Staff respected my wishes about who is and who is not to be given information about my treatment	704	87	776	87	736	88
	Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)^	618	83	677	84	646	88
	Staff helped me obtain the information I needed so that I could take charge of managing my illness	718	74	775	73	734	76
Social Connectedness	In a crisis, I have the support I need from family or friends^	738	66	784	73	755	73
	I am happy with the friendships I have^	717	63	785	65	738	70
	I have people with whom I can do enjoyable things	727	66	785	67	752	70
	I feel I belong to my community	727	44	774	48	743	47
	I know people who listen and understand me when I need to talk (non-MHSIP)^*	734	67	794	70	753	76
	When I need help right away, I know people I can call on (non-MHSIP)^	743	70	798	73	752	77
Functioning	My symptoms are not bothering me as much	728	49	786	53	753	52
	I do things that are more meaningful to me^	735	60	783	62	747	66
	I am better able to take care of my needs	732	62	785	66	748	65
	I am better able to do things that I want to do	740	57	788	59	749	61
	I am better able to manage my money and pay my bills (non-MHSIP)	686	59	732	58	704	61
	I feel hopeful about my future (non-MHSIP)^	735	53	784	57	748	60
	I am better able to handle things when they go wrong^	726	49	785	54	749	58



Outcomes	My symptoms are not bothering me as much	728	49	786	53	753	52
	I deal more effectively with daily problems [^]	728	61	783	63	751	67
	I am better able to control my life [^]	723	57	782	60	746	63
	I am better able to deal with crisis ^{^*}	722	52	770	55	743	61
	I am getting along better with my family	700	59	746	59	713	62
	I do better in social situations [^]	717	44	777	47	736	51
	I do better in school and/or work	417	45	460	47	441	48
	My housing situation has improved	639	57	684	52	651	52
General Satisfaction	I like the services that I have received	744	79	799	78	760	80
	If I had other choices, I would still get services from this agency	737	76	790	75	752	75
	I would recommend this agency to a friend or family member	729	76	785	79	753	77
	I am happy with my counselor or psychiatrist (non-MHSIP)	n/a	n/a	779	79	739	82
Self-Determination (new)	I am able to stand up for myself to get what I need (non-MHSIP) ^{^*}	728	67	790	66	756	73
	I am free to choose the kinds of goals I want to pursue (non-MHSIP)	736	78	790	81	752	81
	I decide how involved I want to be in my treatment (non-MHSIP) [^]	734	78	789	83	752	84
	I have people in my life who accept me for me (non-MHSIP) [^]	740	76	799	79	756	81
	I have people in my life who respect my values and choices (non-MHSIP) [^]	741	71	802	77	758	76
	I have a say in what happens to me when I am in crisis (non-MHSIP)	718	67	778	72	734	70
Health and Wellness (new)	I was able to meet with a primary care medical provider to discuss my physical well-being (non-MHSIP) [^]	712	82	762	85	709	86
	I have stopped smoking or am working toward stopping (non-MHSIP)	426	53	488	55	448	53
	I have been eating a more healthy diet (non-MHSIP)	708	58	762	58	721	57
	I have been more physically active (non-MHSIP)	711	54	771	52	739	53
	My medications have been helpful to me (non-MHSIP)	716	75	771	76	732	75
	I was (not) prescribed too many medications (non-MHSIP)	655	62	709	66	677	67

*Note: Items are grouped into domains based on MHSIP guidelines and definitions and do not necessarily correspond to the thematic sections in the survey. Non-MHSIP items added in either 2016 or 2018 are indicated (*non-MHSIP*). N=total number of respondents included in the analysis for that item. Those who did not provide an answer or selected N/A were excluded. Statistically significant differences ($p<0.05$) between 2017 and 2019 are indicated by ([^]) and differences between 2018 and 2019 are indicated by (^{*}).



Appendix A5. 2019 Statewide Adult Survey Behavioral Outcomes

2019 NH DHHS Adult Consumer Survey – Behavioral Outcomes	Statewide 2019 N=780	
	n	%
Are you currently employed?		
No	558	74
Yes - full-time	44	6
Yes - part-time	151	20
Arrests & police encounters		
Were you arrested in the last 12 months? (% yes)	25	3
Were you arrested during the 12 months prior to that? (%yes)	47	6
Arrested at all in the past 2 years? (%yes)	66	9
Over the last 12 months, have your encounters with the police...		
Been reduced	59	8
Stayed the same	33	4
Increased	21	3
Not applicable	642	85
Participation in community or social activities		
Spiritual/Religious	304	41
Community organizations/gym	203	27
Peer support center	135	18
Recovery support center for substance misuse	58	8
Volunteer work	142	19
Self-help groups (e.g., AA, overeaters anonymous, gamblers anonymous)	91	12
Other social activities	161	21
Attending school		
No school	684	93
School Full-time	26	4
School Part-time	29	4
Smoking status (new 2016)		
What is your current smoking status (cigarettes, cigars, pipes)?		
Current smoker	289	38
Former smoker (smoked in the past but now quit)	207	27
Never smoked	258	34
Have you used an e-cigarette or other electronic vaping product in the past 30 days? (new 2019)		
No	560	85
Yes	96	15
If you are a current smoker or have used e-cigarettes in the past 30 days, are you thinking of quitting smoking within the next six months? (%yes)	152	56



Appendix A6. Adult Survey – 2019 Statewide Domain Scores by Client Characteristics

2019 NH DHHS Adult Consumer Survey: 2019 Statewide Domain Scores, by Client Characteristics	Access	Participation in Treatment Planning	Quality and Appropriateness	Social Connectedness	Functioning	Outcomes	General Satisfaction	Health and Wellness	Self-Determination
Statewide % Responding Positively	76	70	82	61	57	53	77	64	74
Gender									
Female	75	69	81	62	55	52	77	65	74
Male	78	71	83	59	60	55	78	63	76
<i>p-value</i>	0.3893	0.5312	0.7052	0.4378	0.2306	0.4334	0.7572	0.7082	0.5713
Age Group									
Age 18-24	79	70	88	66	49	47	72	59	69
Age 25-44	70	66	77	57	58	51	68	62	72
Age 45-64	77	73	84	61	56	55	81	65	77
Age 65 or older	85	68	81	63	63	61	87	70	74
<i>p-value</i>	0.0192	0.4302	0.1067	0.5188	0.3963	0.268	0.0002	0.4175	0.3361
Length of Time in Care									
Received services for less than 1 year	79	74	85	67	57	52	76	60	76
Received services for 1 year or more	76	70	82	60	57	54	78	65	74
<i>p-value</i>	0.6472	0.511	0.48	0.2937	0.9721	0.8671	0.7214	0.3971	0.77
Employment Status									
Not employed	77	69	81	60	55	51	77	63	73
Employed (FT/PT)	77	75	86	62	62	60	78	67	77
<i>p-value</i>	0.9984	0.1244	0.1117	0.5983	0.0841	0.0299	0.7352	0.4305	0.3746

p<0.05 = statistically significant differences in domain scores between groups.



New Hampshire Public Mental Health Family Member Consumer Survey

(NH Department of Health and Human Services)



JSI Research & Training Institute, Inc.
Promoting and Improving Health

To complete this survey on-line, please go
to the secure link below and enter your 5-digit ID number
found at the bottom left hand corner of this page.

jsi.com/nhparent

2019



5-digit ID number to use for online survey response



Thank you for taking this important survey.

Please answer these questions based on the program services your child received at your Community Mental Health Center **during the last 12 months.**

We will protect your privacy:

- Your responses to this survey are confidential.
- Answers will be grouped together for reports back to DHHS.

However, if you write a comment that indicates a threat to your well-being or the well-being of others, we will pass this information on to the state and your mental health center to make sure everyone is safe. Please report these situations to Kerri Swenson, the Administrator for Community Mental Health Centers at Kerri.Swenson@dhhs.nh.gov or 603-271-5007.

Two Ways to Take this Survey:



OR



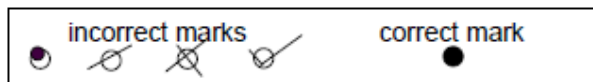
(1) Complete this **paper survey** and return it in the pre-paid envelope provided.

(2) Type jsi.com/nhparent into a web browser.

To start the online survey, enter your **5-digit survey ID** number at the bottom left corner of this page.

Important Things to Remember

1. Participating in this survey is voluntary, but the more people that participate, the more helpful the findings will be.
2. **DO NOT** put your name or your child's name on this survey.
3. If there are any questions that you do not feel comfortable answering, you may skip them.
4. Fill in the circles darkly and completely.



5-digit ID number to use for online survey response



Please indicate your agreement/disagreement with each of the following statements by filling the circle under the answer that best represents your opinion. If the question is about something you have not experienced, or it does not apply to your situation, please fill in the circle under "N/A" (Not Applicable).

Section A. Access

Mark (●) one for each statement.

In the past 12 months...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
1. The location of services was convenient for us.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Services were available at times that were convenient for us.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. My family got the help we wanted for my child.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. My family got as much help as we needed for my child.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Staff spoke with me in a way that I understood.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section B. Treatment and Service Planning

Mark (●) one for each statement.

In the past 12 months...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
1. I helped to choose my child's services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I helped to choose my child's treatment goals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I participated in my child's treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section C. Quality of Services Received

Mark (●) one for each statement.

In the past 12 months...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
1. Staff treated me with respect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Staff respected my family's religious/spiritual beliefs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Staff were sensitive to my cultural/ethnic background.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please indicate your agreement/disagreement with each of the following statements by filling the circle under the answer that best represents your opinion. If the question is about something you have not experienced, or it does not apply to your situation, please fill in the circle under "N/A" (Not Applicable).

Section D. Service Outcomes

In the past 12 months, as a result of the services my child and/or family received:

Mark (●) one for each statement.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
1. I felt my child had someone to talk to when he/she was troubled.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. My child is better at handling daily life.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. My child gets along better with family members.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. My child gets along better with friends and other people.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. My child is doing better in school and/or work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. My child is better able to cope when things go wrong.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. I am satisfied with our family life right now.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. My child is better able to do things he/she wants to do.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

In the past 12 months, as a result of the services my child and/or family received:

Please answer for relationships with persons other than your mental health provider(s).

Mark (●) one for each statement.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
9. I know people who will listen and understand me when I need to talk.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. I have people that I am comfortable talking with about my child's problems.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. In a crisis, I would have the support I need from family or friends.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. I have people with whom I can do enjoyable things.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please indicate your agreement/disagreement with each of the following statements by filling the circle under the answer that best represents your opinion. If the question is about something you have not experienced, or it does not apply to your situation, please fill in the circle under "N/A" (Not Applicable).

Section E. General Satisfaction

Mark (●) one for each statement.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
1. Overall, I am satisfied with the services my child received.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. The people helping my child stuck with us no matter what.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. The services my child and/or my family received were right for us.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. I am happy with my child's counselor or psychiatrist.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section F. Background

We ask these questions so that we can compare answers between different groups of people. Your individual answers will not be shared with anyone.

1. How long did your child receive services from this Center?

☐ Less than 1 month ☐ 1-5 months ☐ 6 months to 1 year ☐ More than 1 year

2. Have you been informed of other family programs such as NAMI-NH, Easter Seals, Family Voices, Granite State Federation of Families, Safe Schools/Healthy Students, Project Aware, etc.?

☐ Yes ☐ No

3. Was your child arrested in the last 12 months?

☐ Yes ☐ No

4. Was your child arrested during the 12 months prior to that?

☐ Yes ☐ No

5. Over the last 12 months, have your child's encounters with the police...

☐ Been reduced (for example, they have not been arrested, hassled by police, or taken by police to a shelter or crisis program.)

☐ Stayed the same

☐ Increased

☐ Not Applicable (My child had no police encounters this year or last year.)

Section F. Background (Continued)

6. Did your child attend school in the past twelve months?

☐ Yes (SKIP to Question 7)

☐ No (Continue to Question 6a)

6a. Why did your child not attend school in the past twelve months?

- ☐ Child is too young to be in school ☐ Child is homeschooled by parent
☐ Child was suspended from school ☐ Child dropped out of school
☐ Child was expelled from school ☐ School provides home tutor
☐ Other, please describe: _____

Then SKIP to Question 10

7. Was your child expelled or suspended during the past 12 months?

☐ Yes ☐ No

8. Was your child expelled or suspended during the 12 months prior to that?

☐ Yes ☐ No

9. Since starting to receive services, the number of days my child was in school...

- ☐ Has increased
☐ Has stayed about the same
☐ Has decreased
☐ Does not apply, child did not have a problem with attendance before starting services.
☐ Does not apply, other reason: _____

10. If your child is 14 years or older, has your family and CMHC staff started planning for your child's transition to adulthood?

☐ Yes ☐ No ☐ Does not apply because my child is not 14 years or older

11. Are either of your child's parents of Spanish/Hispanic/Latino origin?

☐ Yes, Hispanic or Latino ☐ Not Hispanic or Latino

12. What is your child's race? (Mark ☒ all that apply.)

- ☐ American Indian or Alaskan Native ☐ Native Hawaiian or other Pacific Islander
☐ Asian ☐ White (Caucasian)
☐ Black or African American ☐ Other, please specify: _____

13. What is your child's birth date? (MM/DD/YYYY)

			/				/				
--	--	--	---	--	--	--	---	--	--	--	--

14. What is your child's gender?

☐ Male ☐ Female

--	--	--	--	--	--



Section G. Additional Thoughts

PLEASE NOTE: responses to the questions on this page will be grouped and shared with individual Community Mental Health Centers and with the state. Please do not use any names when writing your answers. If you have concerns that require immediate attention, please contact Kerri Swenson at Kerri.Swenson@dhhs.nh.gov or 603-271-5007. You do not need to identify yourself.

1. If you would like to discuss any of your answers further, please use the space below (and indicate which question you are referring to).

2. What services have been the most helpful in your child's recovery?

3. What services have been the least helpful in your child's recovery?

4. What changes would improve the services your child has received?

5. Please share any comments, concerns or suggestions about this survey process.

*Thank you for your time and for the effort you have taken to provide us with this information.
Please return this survey in the enclosed postage paid envelope or mail to:*

**JSI Research & Training Institute, Inc. - Survey Group
44 Farnsworth Street, Fl 7
Boston, MA 02210**

THANK YOU!

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Appendix B2. Statewide 2019 Family Member Survey Demographics

2019 NH DHHS Family Member Consumer Survey - Child and Youth Characteristics		NH Statewide 2019 N=474	
		n	%
Gender			
Female		211	44
Male		263	56
Age group			
age 0-5		19	4
age 6-11		197	42
age 12 or older		258	54
Average age (SD, range)		11.9 (sd=3.5, range: 3-17)	
Race category			
American Indian/Alaska Native		4	1
Asian		9	2
Black or African American		19	4
Native Hawaiian/Pacific Islander		2	0
White (Caucasian)		424	90
Other race		8	2
Either of child's parent is Spanish/Hispanic/Latino			
Yes-Hispanic/Latino		35	7
No-Not Hispanic/Latino		434	93
How long has your child received services from this Center?			
Less than 1 month		9	2
1-5 months		35	7
6 months-1 year		121	26
More than 1 year		302	65
Have you been informed of other family programs such as NAMI-NH, Easter Seals, Family Voices, Granite State Federation of Families, Safe Schools/Healthy Students, Project Aware, etc. ?			
No		302	65
Yes		162	35



Appendix B3. Family Survey – Statewide Domain Scores by Year (2017-2019)

Family Survey: Statewide Domain Scores (2017-2019) with 95% Confidence Intervals									
Areas of Satisfaction	2017		2018		2019		p-values		2018 U.S.~ Percent
	Total	Percent (95% CI)	Total	Percent (95% CI)	Total	Percent (95% CI)	2017 vs 2019	2018 vs 2019	
Access*	470	74 (70, 78)	430	72 (68, 76)	365	78 (74, 82)	0.2074	0.0494	85
Cultural Sensitivity	345	93 (91, 96)	332	90 (87, 93)	314	90 (87, 93)	0.1353	0.8993	93
Participation in Treatment Planning	473	86 (83, 89)	428	83 (80, 87)	394	85 (81, 88)	0.5848	0.6062	87
Social Connectedness	471	80 (76, 83)	422	78 (74, 82)	359	78 (74, 82)	0.5176	0.9984	86
Functioning	470	55 (51, 60)	427	54 (50, 59)	253	56 (51, 60)	0.8943	0.6937	73
Outcomes	470	55 (50, 59)	427	54 (49, 58)	244	54 (49, 58)	0.7153	0.9312	72
General Satisfaction	473	68 (64, 72)	430	71 (67, 75)	325	70 (66, 74)	0.6114	0.6443	87

p<0.05 = statistically significant differences in domain scores between years.

-SAMHSA Uniform Reporting System 2018 URS Output Tables. Mental Health National Outcome Measures (NOMS). Accessed online November 2019. <https://www.dasis.samhsa.gov/dasis2/urs.htm>



Appendix B4. Family Survey - Statewide Item-specific Responses by Domain by Year (2017-2019)

Family Survey: Statewide Results for Items by Domain (2017-2019)		Statewide Item % Strongly Agree or Agree					
Domains	Item	2017		2018		2019	
		N	Percent	N	Percent	N	Percent
Access	The location of services was convenient for us	473	87	431	84	470	86
	Services were available at times that were convenient for us	473	76	430	77	470	79
Cultural Sensitivity	Staff spoke with me in a way that I understood	473	93	428	90	467	92
	Staff treated me with respect	476	95	430	92	470	93
	Staff respected my family's religious/spiritual beliefs^	334	91	318	87	331	84
	Staff were sensitive to my cultural/ethnic background	319	89	300	84	325	84
Participation in Treatment Planning	I helped to choose my child's services	470	83	425	83	467	80
	I helped to choose my child's treatment goals	471	83	428	82	465	81
	I participated in my child's treatment	474	90	426	88	465	89
Social Connectedness	I have people that I am comfortable talking with about my child's problems	470	87	426	84	460	83
	In a crisis, I would have the support I need from family or friends	471	80	420	76	460	80
	I have people with whom I can do enjoyable things	468	83	423	80	459	81
	I know people who will listen and understand me when I need to talk	465	82	424	81	460	80
Functioning	My child is better at handling daily life	465	56	424	58	456	59
	My child gets along better with family members	455	57	420	61	449	61
	My child gets along better with friends and other people	463	58	418	59	447	60
	My child is doing better in school and/or work	457	57	422	57	444	60
	My child is better able to cope when things go wrong	470	53	427	55	459	51
	My child is better able to do things he/she wants to do	465	58	424	58	452	58
Outcomes	My child is better at handling daily life	465	56	424	58	456	59
	My child gets along better with family members	455	57	420	61	449	61
	My child gets along better with friends and other people	463	58	418	59	447	60
	My child is doing better in school and/or work	457	57	422	57	444	60
	My child is better able to cope when things go wrong	470	53	427	55	459	51
	I am satisfied with our family life right now	468	57	425	55	459	52
General Satisfaction	My family got the help we wanted for my child	477	69	430	74	466	71
	My family got as much help as we needed for my child	476	63	429	65	464	62
	I felt my child had someone to talk to when he/she was troubled	465	78	417	80	454	80
	Overall, I am satisfied with the services my child received	473	72	431	73	469	76
	The people helping my child stuck with us no matter what	467	74	421	74	464	77
	The services my child and/or my family received were right for us	471	67	427	68	466	69
	I am happy with my child's counselor or psychiatrist (non-MHSIP)	.	.	419	77	461	78

*Note: Items are grouped into domains based on MHSIP guidelines and definitions and do not necessarily correspond to the thematic sections in the survey. A non-MHSIP item added in 2018 is indicated as such by (*non-MHSIP*). N=total number of respondents included in the analysis for that item. Those who did not provide an answer or selected N/A were excluded. Statistically significant differences ($p<0.05$) between 2017 and 2019 are indicated by (^) and differences between 2018 and 2019 are indicated by (*). **There were no statistically significant differences in any item scores between 2018 and 2019.**



Appendix B5. Statewide 2019 Family Survey Behavioral Outcomes

2019 NH DHHS Family Member Consumer Survey - Behavioral Outcomes	NH Statewide 2019 N=474	
	n	%
Arrests & police encounters (among those age 14 or older)		
Was your child arrested in the last 12 months? (% yes)	5	3
Was your child arrested during the 12 months prior to that? (%yes)	6	3
Was child arrested at all in the past 2 years? (%yes)	10	6
Over the last 12 months, have your child's encounters with the police...		
Been reduced	21	13
Stayed the same	14	8
Increased	9	5
Not applicable (My child had no police encounters this year or last year)	127	74
Transition Planning		
If your child is 14 years or older, has your family and CMHC staff started planning for your child's transition to adulthood? (%yes)	65	38
School attendance (among those 6 or older)		
Did your child attend school in the past 12 months? (%yes)	437	97
Was your child expelled or suspended during the past 12 months? (%yes)	78	18
Was your child expelled or suspended during the past 12 months prior to that? (%yes)	59	14
Was child expelled or suspended at all in the past 2 years? (%yes)	92	21
Since starting to receive services, the number of days my child was in school...		
Has increased	68	30
Has stayed about the same	126	55
Has decreased	33	15



Appendix B6. Family Survey – 2019 Statewide Domain Scores by Client Characteristics

2019 NH DHHS Family Member Consumer Survey: 2019 Statewide Domain Scores, by Client Characteristics	Access	Cultural Sensitivity	Participation in Treatment Planning	Social Connectedness	Functioning	Outcomes	General Satisfaction
Statewide % Responding Positively	78	90	85	78	56	54	70
Gender							
Female	74	92	81	80	56	52	68
Male	81	89	87	77	56	55	71
<i>p-value</i>	0.0467	0.2955	0.0789	0.4918	0.9638	0.422	0.496
Age Group							
Age 0-11	81	92	85	77	57	56	72
Age 12 or older	76	89	84	80	55	52	68
<i>p-value</i>	0.1954	0.394	0.9258	0.4373	0.61	0.362	0.3893
Length of Time in Care							
Received services for 1 year or less	78	90	80	81	55	54	65
Received services for more than 1 year	78	91	87	77	57	54	73
<i>p-value</i>	0.9378	0.7698	0.0365	0.264	0.6485	0.9453	0.1075

p<0.05 = statistically significant differences in domain scores between groups.

